



## Communication Essentials

### Program Outline

#### Overview

We all know about the importance of technical skills and intellect. We learn these, study these and put them into practice in our jobs. We also know that these skills alone don't necessarily lead to success; however when they are combined with superior communication skills, the sky's the limit.

This program provides participants with the fundamental communication skills that everyone needs to thrive in their chosen careers.

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#### Topics

- Qualities of Effective Communicators
  - Creating the right First Impression
  - Building Rapport
  - People Reading
  - Communication Styles
  - Asking Questions
  - Listening skills
  - Role plays, critiquing and coaching
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#### Outcomes

- Develop the communication skills that lie at the heart of a successful career.
  - Build stronger relationships with wide range of personalities.
  - More effectively and confidently manage conflict and challenging situations.
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#### Duration

2 days for 8 participants (suggested maximum)