

Course Title: Communication Skills

Target Audience - For those wishing to increase self-awareness and build relationships using effective communication skills

Aims of the Course:

This course is designed to increase delegate's self-awareness and equip them with the tools to build constructive relationships with others, at all levels of work, both internal and external customers. The best way people learn is through practical experiences; this course is very practical and consists of activities conducted individually, in pairs or larger groups

Participants will learn:

- What effective communication is
- The principles of effective communication
 - Influencing Skills
- How to choose an appropriate style
 - How to communicate assertively
- Assessment of three behavioural options
- The power of behaviour and what influences our behaviour
 - The different behavioural styles for handling conflict
 - How to communicate in groups

9:00AM	Course Start
10:30AM to 10:45AM	Morning Break
12:30PM to 1:00PM	Lunch
2:30PM to 2:45PM	Afternoon Break
4:00PM	Course Finish

**Trainer Profile:
Green Duck Ltd**

**WEDNESDAY 18 OCTOBER 2017
9:00AM - 4:00PM**

**£100 PER PERSON
£50 PER PERSON (HET)**

**LOCATION:
BEECHWOOD JUNIOR SCHOOL
JUNIPER ROAD
SOUTHAMPTON
SO18 4EG**

**ENQUIRIES:
02380 786833**

LUNCH INCLUDED