



## Communication Skills

To succeed in business and indeed any area of life, we need good communication skills. On completion of this course delegates will have all the tools needed to communicate skilfully both verbally and non-verbally.

### Module 1 Introduction to Communication Skills

- Overview of communication process and why it's important in professional settings
- Introduction to key verbal, nonverbal, written and listening skills

### Module 2 Verbal Communication

- Principles of effective speaking including style, tone, clarity
- Structuring messages logically and coherently
- Using proper grammar and word choice
- Practice short impromptu speeches and get feedback

### Module 3 Nonverbal Communication

- Understanding different forms of body language and facial expressions
- Using positive nonverbal signals to convey confidence and interest
- Recognizing and responding appropriately to nonverbal cues from others
- Role playing exercises to decode nonverbal behaviours

### Module 4 Active Listening Skills

- Barriers to effective listening and how to overcome them
- Asking thoughtful questions to clarify understanding
- Paraphrasing and reflecting back what you heard
- Giving constructive feedback on presentations

### Module 5 Presentation Skills

- How to structure and organize an effective presentation
- Using visual aids and props to enhance engagement
- Delivering smooth delivery with emphasis and enthusiasm
- Handling questions and comments from the audience
- Participants give short presentations with Q&A

### Module 6 Wrap Up and Action Planning

- Review key learnings and insights from the workshop
- Participants set goals for applying skills back on the job
- Evaluate progress and areas for future improvement