



Communication Skills One-Day & Two-Day Open Courses Overview

Communication Skills open course

Boost your confidence so you can enjoy presenting and engaging your audiences!

This communication skills course is a practical day, filled with exercises, games, and discussion.

While there is some theory, most of the day you will be on your feet practising.

There is a focus on developing and making better use of what you already do well.

This communication skills course includes remote and online communication.

The content of each workshop will be shaped around the needs of the delegates, making the work relevant and practical.*

Ahead of the course, we'll provide pre-course preparation to get juices flowing and the mind focused...

This course will help you with:

- **Elements of Communication**
- **Body Language and Non-Verbal Cues**
- **Communicating Remotely**
- **Building Confidence**
- **Communicating Harmoniously**
- **Practising Effective Communication**
- **Building Your Toolkit**

Communication Skills *one-day* open course

**Course Content*

Dynamics of Communication

- What affects people?
- How to be more in charge of situations

Body Language

- Power of active listening
- Body language and attitude

Environment

- How environment changes communication
- Conversations around the water cooler, remotely, or in the workplace.

Communication Cycle

- Keep people in the communication cycle.

Tone of Voice

- Identify default style
- How your style affects how you are perceived

History

- Knowing your own and others' histories
- The impact of how things are heard and seen

Geography

- Where you speak as important as when
- Using 'geography' effectively

Timing

- Timing makes a difference
- Best and worst times for you
- Best and worst times for others

Words Words Words

- Deliberately mangle your message
- Bury the meaning
- Recognise clear communication

Head Stuff

- Thoughts that support or hinder communication
- Why does this happen?

Remote Communication

- Challenges in communication when communicating online
- How to improve remote communication

Communication Skills *two-day* open course

**Course Content*

How Communication Works

- Take charge of communication
- Where communication can go wrong

The Words

- Deliberately mangle your message
- Bury the meaning
- Failsafe way to deliver a clear key message

Assumptions

- How assumptions impact communication

Remote Communication

- Challenges in communication when communicating online
- Making it lively and engaging

Timing

- Timing makes a difference
- Best and worst times for you
- Best and worst times for others

Your Default

- Identify default style
- How are you perceived?

The Body

- Power and control of the listener
- Body language and attitude
- Communicate more effectively

Eye Contact

- How eye contact makes an impact
- How it demonstrates authentic communication

Where Are We

- Effect of being on your territory or 'theirs'
- Be deliberate in intentions

Difficult Situations

- When things don't work out
- Feelings which can get in the way
- How to communicate despite the discomfort

The Voice

- Variations of tone
- How to change the tone of your voice
- Choosing the right tone for each situation

The Background Story

- History with particular sorts of people, subjects and scenarios
- Small changes to words, tone and body language
- Overcoming cultural barriers

The Environment

- What makes a good environment?
- What makes a bad environment?
- How it impacts on communication

How Does It Work?

- Visualise how you believe communication works...and doesn't!

Communication Skills one-to-one remote training

Benefits of One-to-One Skills Training

This Communication Skills course is available as a 2-hour or 4-hour one-to-one remote session.

Choose your time. Have a briefing call from your trainer and off you go.

The content of each session will be shaped around your needs, making the work relevant and practical.

- A completely personal, in-depth, and confidential look at your specific issues
- Dynamic, empathetic, and highly experienced coaches
- Get to the heart of your issues with speed and effectiveness
- Delivered online
- Two to four hours of personal one-to-one attention
- Pre-assessment of the issues you want to cover

Contact details



Impact Factory

Suite 121 Business Design Centre
52 Upper Street
London N1 0QH
England

email:
enquiries@impactfactory.com

Phone: +44 (0)20 7226 1877
impactfactory.com