

Business Communication Skills

"When I get ready to talk to people, I spend two thirds of the time thinking what they want to hear and one third thinking about what I want to say."

Abraham Lincoln



Who is it for?

This programme is ideal for anyone wanting to understand more about their own communication style and improve the clarity and style of their communication with others.

Benefits

From attending this course people will be able to:-

- Identify and overcome the barriers to effective communication
- Recognise the different communication styles
- Explain their own preferred communication styles
- Use a range of skills and techniques to aid positive and clear communication
- Engage in productive 2-way communication

Content

- Great Communicators.
- Listening and hearing, Active Listening
- Asking Great Questioning
- Communication and the Brain
- Rapport building techniques
- DISC
- Practical Communication

This list is not exhaustive so please talk to us if you don't see what you are looking for

Why X Learning?

Our training avoids the 'dull and boring' tag. We make this subject lively, fun, interesting and above all relevant by:

- Drawing learning from day to day events within the business
- Allowing participants to directly reflect on the organisation and the job they do
- Incorporating high levels of interactivity, for example:
 - Running light hearted but focussed business games
 - Using live company data where possible
 - Providing realistic case studies
- Cutting out the jargon and keeping things simple
- Encouraging group work
- Catering for different learning styles and providing multi sensory input

Programme length options; half day or full day depending upon your requirements

To discuss **call** Mike on 07899 728 628 or David on 07984 817 328
our office on 01908 632713 or **email** office@xlearning.co.uk