

COMMUNICATION SKILLS

(Non-Accredited)

Duration : 1 Day

Delivery Method
Face-to-Face / Virtual / Blended



COMMUNICATION SKILLS

OVERVIEW

This practical workshop equips team leaders, supervisors, and employees with the skills to communicate clearly, confidently, and professionally in the workplace. Participants will learn how to listen actively, conduct meetings and briefings, improve body language, make themselves understood, and use communication to build respect, trust, and stronger working relationships.

1. UNDERSTANDING THE VALUE OF COMMUNICATION

- Recognising communication as an important workplace skill
- Understanding how communication affects teamwork and productivity
- Using communication more effectively in daily workplace interactions

2. WHAT MAKES A GOOD COMMUNICATOR

- Exploring why some people communicate more effectively than others
- Identifying habits of strong workplace communicators
- Recognising areas for personal improvement

3. USING COMMUNICATION TO YOUR ADVANTAGE

- Communicating with purpose and confidence
- Sharing information clearly and professionally
- Using communication to improve cooperation and performance

4. ACTIVE LISTENING SKILLS

- Learning how to listen with focus and understanding
- Avoiding distractions while others are speaking
- Responding appropriately to show understanding and respect

5. CONDUCTING MEETINGS AND BRIEFINGS

- Building confidence to lead meetings and team briefings
- Communicating instructions, updates, and expectations clearly
- Encouraging participation and understanding from others

6. MAKING YOURSELF UNDERSTOOD

- Using clear and simple language
- Checking that messages have been understood correctly
- Reducing confusion, mistakes, and repeated instructions

7. UNDERSTANDING BODY LANGUAGE

- Reading the body language of others
- Improving personal body language during communication
- Understanding how non-verbal communication affects the message

8. BUILDING RESPECT THROUGH COMMUNICATION

- Gaining respect through clear, respectful communication
- Building stronger relationships with colleagues and team members
- Creating a more positive and professional workplace environment

KEY OUTCOMES

Participants will gain practical tools to communicate clearly and confidently, listen actively, conduct meetings and briefings, improve body language, make themselves understood, concentrate during conversations, and build respect through effective workplace communication.