



See more at www.zandax.com/courses/communication-skills

Course information from ZandaX

Effective Communication Skills

Improve your communications for the results you want

Course duration: 2 hours of highly focused content (Revisit, review and revise as often as you want)

What you'll learn

- ✓ How Communication Works
 - ★ See how different styles of communication work
- ✓ Face-to-Face Communication
 - ★ Become much more effective in face-to-face encounters
- ✓ Telephone Communication
 - ★ Get more successful by adopting easily-learned skills
- ✓ Written Communication
 - ★ Transform the quality and impact of your writing
- ✓ Questioning and Listening Skills
 - ★ Learn the core skills that underpin all successful communication
- ✓ How to be an Effective Communicator
 - ★ Improve communication by looking at your self-image and preconceptions
- ✓ Overcoming Communication Problems
 - ★ Learn how to deal with barriers, opposition, conflict and more
- ✓ Getting Better Outcomes
 - ★ See how planning and thinking ahead lay the basis for great outcomes

What does our Communication Skills course cover?

Efficient Communication Creates a Happy Life!

Think of how poor communication skills create confusion. People need to guess what you want – and often guess wrong.

We teach you how to improve your communication skills by looking at oral, written, verbal and non-verbal communication, from a basic level upwards. It's the most popular course we deliver – and no wonder.

By making the way we communicate positive and clear, our relationships – and our lives – run more smoothly. Things get done more efficiently; people pay attention to us; things just work better!

So if you think that a communication skills course won't make you happier, then you should give this one a try...

This Communication skills training course, like all our courses, has been developed over many years of classroom and online delivery. Content has been thoroughly researched and is constantly updated so it's always leading edge. It's delivered by professional presenters and is full of practical knowledge and solutions.

Still wondering whether to do the course?

Just think about this: how much would you benefit if you had better communication skills?

Course requirements

There are no pre-course requirements: whether you're new to training or have attended courses before, you'll find our style of presenting the subject matter to be engaging, useful and easy to retain.

Who's this course for?

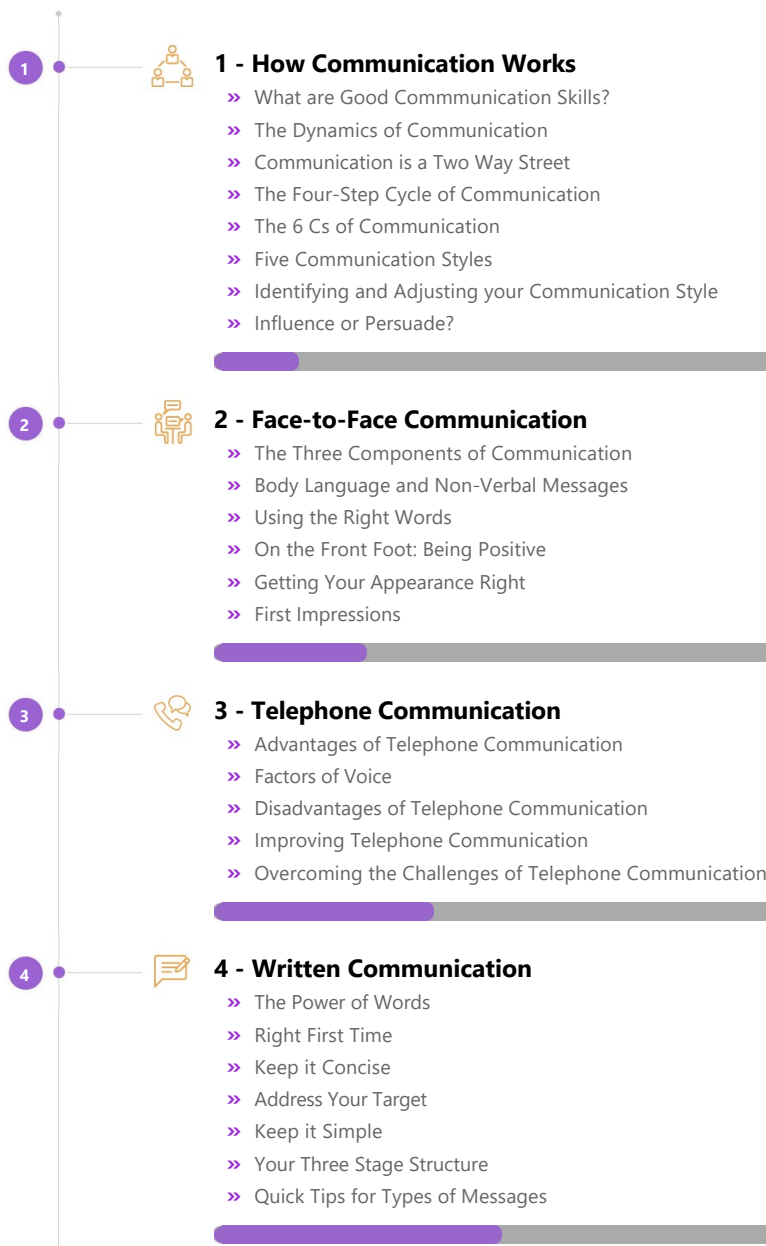
Anyone who wants to improve the communication skills of themselves or their staff in order to become more effective in the workplace.

CPD accredited course



This course is CPD accredited, which means that not only has it been rigorously assessed in terms of content and quality by the CPD, but you have learning options (see below) to get your own official CPD certificate.

Course content for Effective Communication Skills



5



5 - Questioning and Listening Skills

- » Verbal Communication Skills
- » How Asking Question Helps You
- » Open and Closed Questions
- » The Funnel
- » The Five Levels of Listening
- » Active Listening
- » Non-Verbal Signs of Active Listening
- » Verbal Signs of Active Listening
- » Wrap Up: Beating Information Overload

6



6 - How to be an Effective Communicator

- » The Wheel of Communication
- » Getting your Self-Image Right
- » Is your Self Image Correct?
- » How to Find Out What Others Think About You
- » Asking for Feedback
- » Your History - Experiences
- » Your Preconceptions - Stereotyping
- » Prejudices
- » Dismantling Your Assumptions
- » Your Level of Understanding

7



7 - Overcoming Communication Problems

- » Why Communication Goes Wrong
- » Overcoming Barriers to Communication
- » Dealing With Opposition
- » Dealing With Conflict
- » Delivering Difficult Messages
- » Four Tips for Delivering Difficult Messages

8



8 - Getting Better Outcomes

- » Getting Better Outcomes
- » Intimidation: Good and Bad
- » The Effect of Location
- » Timing: What's Best for Them
- » Best Practices For Communicating Effectively

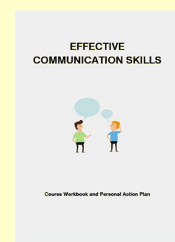
And There's a Great Workbook...

The CPD certificate you get with the Diploma and Professional course options will be your proof of **where you are**.

How about realizing your **full potential**?

The course comes with a great, results-focused downloadable workbook.

The workbook features:



More about the ZandaX Effective Communication Skills course

Learn How to Be a Better Communicator

Learn how to develop good communication skills for better relationships – in business, at home and with friends

So many of the problems we experience in life, whether in business or in our private lives, can be traced back to poor communication.

And the reverse is true too. When things go well, without any mishaps, isn't that often because things were communicated well?

Learn how to communicate effectively and you'll achieve much more in your life, as more things go according to plan, and fewer things go wrong.

When you become a better communicator, you'll see more of your life work out the way you want it to!

Watch the modules, revisit them time and again ... and have fun with improving your skills!

Learning format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject.

The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. You also get interactive content, a comprehensive workbook and a course certificate as evidence that you have invested in your skills as part of your professional development.

View this course online

Visit our website at www.zandax.com/courses/communication-skills to view the latest details, including related courses, prices and quantity discounts.

ZandaX

ZandaX – Change Your Life ... Today

All content © ZandaX 2023



www.zandax.com