

# Effective Communication

The way you communicate can affect every aspect of your work. If you think you are not being taken seriously – your ideas and inputs are being lost – it may not be because of the standard of your work, but because of how you are putting yourself and your ideas across. To make an impact on your business, and to achieve business goals, communicating effectively is key.

This course helps the learner to master the aspects of communication that will make them successful in their organisation: how to listen, how to present and how to write reports.

**Effective Communication** enables the learner to:

- Interact more effectively with colleagues, customers and suppliers by developing their listening skills
- Deliver professional and effective presentations that engage their audience and ultimately help them achieve their objectives
- Plan, structure and write compelling business reports that put across their point and support their cause
- Increase their effectiveness by both improving their ability to understand other people's needs and developing the effectiveness with which they present their ideas



## Learning outcomes

### Effective listening skills

- What is listening?
- What are the stages of listening?
- What makes a good listener?
- What are the barriers to listening?

### Presentation skills

- What is a presentation?
- What is preparation and planning?
- What is the best structure to use?
- How do I deliver effectively?
- How should I use visual aids?
- How should I use notes?

### Business report writing

- What is a report?
- What is preparation?
- How should my report be structured?
- What should my report look like?
- How should I review my written work?

## Target audience

This course is designed to appeal to people in all functions at all levels.

Those who are less experienced may not have considered these topics before and will find significant improvements in the way they operate and in their overall effectiveness.

More experienced or senior people will value the opportunity to spend time on these critical issues discreetly.