

Another Journey Begins™

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COMMUNICATE WITH CLARITY ONE DAY WORKSHOP

70% of our working life is spent in conversation. Communicating effectively is the key to life. Only a mere 7% of the information we communicate/receive is actually through the words we use/hear – so what else are you communicating? We all can continually learn how to communicate in a more confident and concise manner. Working in a multi-lingual and multi-cultural environment means we need to constantly review our communication standards.

Over the day, learn how to:

- ❖ Define communication and the communication process.
- ❖ Identify your personal communication traits.
- ❖ List the benefits and pitfalls of different communication methods.
- ❖ Overcome barriers to effective communication.
- ❖ Analyse the pitfalls of the assumptions we make.
- ❖ Stop hindering your message through your behaviour and thought processes.
- ❖ Use effective questioning techniques to confirm understanding.
- ❖ Commit to action.

Who would enjoy this course?

Anyone who has an active role to play in the communication process within the workplace.
Review how you communicate and what frustrates you about communication that you receive