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## **Communication Skills**

### **Workshop Outcomes**

To develop interpersonal communication skills enabling you to relate to a range of audiences in co-operative ways.

### **Audience**

The learning is extremely beneficial to all who seek to improve both work and life skills. This course involves high levels of one-on-one coaching and assessment. Numbers are limited to 10 participants per course.

### **Content**

- Developing rapport
- Active Listening
- Consultative questioning
- Paraphrasing
- Summarising
- Giving Information
- Matching Language
- Responding to Emotion
- Assertive communication

### **Process**

This course provides the option of communication skills training using CRITERION REFERENCED INSTRUCTION, which is an intensive self-paced modular based communications programme, supplemented with comprehensive video and audio tapes.

This method of learning is highly successful in developing superior communication skills, since participants are required to demonstrate their competence in each communication skill, prior to being able to move onto the next skill.

### **Duration:**

2 days plus 4-5 hours pre-work

### **Venue:**

One large room to comfortably accommodate 10 people, as well as two break-away rooms.