

Effective communication enables an organisation to achieve its corporate objectives. By improving communication, you can ensure people have the information they need to do their jobs, and understand the role they play in achieving business objectives. This in turn enables the sharing of best practice. This course can be used as a tool to develop common approaches and standards within your organisation.

**Your Workshop Leader: Linda Richardson**

## LEARNING OUTCOMES

By the end of the course, participants will be able to:

- understand the essential elements of effective communication
- assess strengths and weaknesses in their core communication skills
- choose the most effective means of communicating e.g. memos, e-mail, staff newsletters
- choose the most appropriate style for their communication
- create a climate that encourages feedback and involvement from staff
- plan and prepare for team meetings
- appraise their skills in leading and participating in a discussion
- understand the range of decision-making processes

## WHO SHOULD ATTEND

This two-day practical training course is designed for staff who have recently taken on supervisory responsibilities or who are looking to move into management. It is also very useful for anyone who has had no previous communication skills or meetings skills training.

## Outline Programme

### Day One

Setting the standards for communicating within the company

Planning and distributing information

Core skills development

- getting your message across and active listening

Techniques for measuring the success of your communication

Planning and preparing for team meetings

Action plans for Day Two

### Day Two

Assessing individual priorities for developing team meetings

Preparing an agenda

The importance of a positive start

Creative problem solving techniques

Leading a discussion

- video-taped exercise

Decision-making processes

Individual action planning

### Close of Workshop

### Method:

*The course is highly practical, using case studies, exercises, questionnaires, and video feedback, as well as theoretical input and discussion. Participants will be invited to complete a pre-course activity as part of their preparation for the workshop.*



COMMUNICATE

80 GRANGE LOAN EDINBURGH EH9 2EP • tel: 0131 555 2221 • fax: 0131 667 4587

website: [www.communicate-consultants.com](http://www.communicate-consultants.com) • e-mail: [info@communicate-consultants.com](mailto:info@communicate-consultants.com)