

Communication Skills



Advantage Communications design and deliver communications workshops, customised

to meet the business and training goals you identify.

Module Aim

The aim of the module is to get individuals to understand that people communicate in different ways, and that different styles may need to be adopted. A message given is not necessarily picked up the way we intend it. We also look at perceptions, and the assumptions people make.

Module Objective

On completion of this Training Module trainees will be able to: -

- Evaluate their own and other communication styles
- Use language, body language, and tone more effectively
- Ask the right questions to get information, commitment and gain respect as an effective communicator
- Understand better written communication
- Be an effective communicator

Subject areas covered include:

- Interpersonal style
- Principles of communication
- Body language
- Assertive versus aggressive responses

- Active versus passive listening
- Questioning techniques
- The art of negotiating
- Responding to difficult situations
- Influencing Skills

There is a strong emphasis on class participation, with voice recording used for the purpose of role-plays and for analysing how delegate's sound when dealing with customers.



[Online Booking](#)