E-LEARNING TRAINING

Communication Skills

We all communicate every day, but do we get our messages across clearly? Do you know that words only make 7% of the overall message being conveyed? Pitch, tone and body language are just a few of the factors you need to consider, in addition to the words spoken.

Personalities are another factor to consider when communicating. This course explores dynamics which can lead to frustration when communicating with others. You will have a greater understanding of how to adapt your communications to get the best results when working with colleagues.

Whether it is at work or at home everyone can improve their communication skills. The skills and understanding developed will make you a more efficient communicator in all aspects of your life.

This course focuses on:

- The different types of communication
- Barriers to communicating effectively
- How to actively listen
- The importance of effective communication
- Understanding personality types and adapting how you communicate to get the best results
- Communicating on social media

Continuing Professional Development (CPD)

Continuing professional development (CPD). All of our courses are certified by the CPD certification service.

We offer formal accreditation:

Open College Network West Midlands is a national awarding organisation, regulated by Ofqual and the Quality Assurance Agency for Higher Education (QAA). Additional costs will apply.

For further information, please visit: www.communitygrouptraining.co.uk or email info@communitygrouptraining.co.uk

CPD CERTIFIED The CPD Certification Service

Community Group Training

Open College Network WEST MIDLANDS