

Workplace Communications

Learning Outcomes:

This programme will enable participants to enhance their personal impact in workplace situations and interactions. It will explore both verbal and non-verbal communications and provide practical advice on implementing appropriate behaviour for successful interaction at every level. Participants will receive coaching on how to improve their personal style resulting in an open, clear, professional approach to communications with colleagues and customers alike.

On completion of this programme participants will:

- Understand the effectiveness of various communication channels
- Recognise the benefits of active listening and effective questioning
- Know how to read, understand and use body language appropriately
- Understand how to harness their personality for better communication
- Convey information clearly, tactfully and professionally
- Project professionalism and a positive attitude consistently through tone of voice and developing a positive attitude



Course Content:

- Exploration of verbal and non-verbal communications
- Understanding the impact of the messages we send and the power of the unspoken message
- Recognising personal strengths and areas for improvement in relation to current approaches to communications
- Characteristics & implementation of effective questioning and active listening
- Understanding how to harness your personality for better communication
- Conveying information clearly, tactfully and professionally
- Projecting professionalism, confidence and a positive attitude in interactions with colleagues and customers
- Presenting yourself with confidence and credibility

Programme Facilitator: Optimum Ltd



The Elevator Project is funded by member companies, the European Social Fund and the National Development Plan

Accel is an initiative of the Department of Enterprise, Trade & Employment and is managed by Skillnets SERVICES Ltd.



EUROPEAN SOCIAL FUND:
Helping develop employment by promoting employability, the business spirit and equal opportunities and investing in human resources



An Roinn Fiontar, Trádála agus Fostaíochta
Department of Enterprise, Trade and Employment