

A person is writing on a notepad with a pencil. In the background, there is a laptop. The scene is dimly lit, with a dark blue overlay on the right side of the image.

Effective Interpersonal & Communication Skills

Successful people often possess excellent communication skills. They are able to communicate with impact to a variety of people within an organisation through active listening, strong verbal communication and possessing effective EQ. This ability allows them to influence, create pathways for success and achieve outcomes.

WHAT TO EXPECT AS A DELEGATE

- ▶ Delegate pack with course materials
- ▶ Crafted content
- ▶ Exercises and assessments
- ▶ Experienced trainer

This course is designed to highlight the importance of great interpersonal and communication skills and focuses on imbedding new skills to allow the attendees to increase their communication capability.

- **What is communication and the communication process**
- **Principles of effective communication**
- **Verbal and non verbal communication**
- **Rapport building and the power of influence**
- **Active listening and assertiveness**
- **Dealing with challenging conversations**
- **Understanding your interpersonal communication and conflict strengths and limitations**
- **Dealing with the different types of communication style**
- **Dealing with internal and external stakeholders**

Enquire NOW

LEARN  LOGIC