PARTNERS IN KNOWLEDGE UK LTD
Suite No. 129
295 Chiswick High Road
LONDON W4 4HH



Practical Communication Skills at Work - CPD ACCREDITED

PIK822-0327 UK-LDN-1

Our Accreditations:

Accredited cpd Activity
THE CPD STANDARDS OFFICE
CPD PROVIDER: 50477
2023-2025
www.cpdstandards.com

WESTMINSTER BUSINESS COUNCIL

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Suite No. 129
295 Chiswick High Road
LONDON W4 4HH

Place	: London	**Venue**	: INDUSTRIOUS (1 and 2, 245 Hammersmith Road Floors, London W6 8PW) - TBC		
Start Date	: 01-03-2027	**End Date**	: 05-03-2027	**PPP**	: £4950

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If you can't train them, you can't blame them!

Short Description:

Effective Communication Skills is a crucial course designed to equip you with the necessary tools to enhance your communication abilities and employ successful strategies to your benefit. Throughout the course, you will acquire the knowledge to establish trust, determine the most effective communication style for negotiation, recognise when to collaborate or compete, and craft influential messages. Additionally, you will learn how to ask thoughtful questions a nd engage in active listening. By the conclusion of this program, you will possess the ability to understand others' desires, respond strategically to their needs, create compelling and concise messages, and cultivate the vital communication skills required for personal and professional growth.

Course Overview:

COURSE OBJECTIVES:

On completing this training program, participants will be capable of:

- Recognise various strategies for creating connections with others.
- Enhance communication within an organisation.
- Explore diverse techniques of active listening.
- Foster expertise in establishing positive relationships with individuals.
- Strengthen the capacity to impact individuals with contrasting personalities.

TARGET AUDIENCE:

- Experienced and intermediate leaders who possess strong communication abilities and desire to enhance their skills by acquiring advanced techniques and strategies in effective communication.

Program Outline:

DAY 1: INTRODUCTION TO COMMUNICATION

1. The nature & scope of communication
2. Communication process
3. Communication content
4. Elements of effective communication.

DAY 2: THEORIES OF COMMUNICATION

1. Transmitter, receiver & the environment in communication.

2. Theories of Communication.
3. Berlow communication stages.
4. The 8 fundamental components of communication.
5. Communication breakdowns.

DAY 3: TYPES OF COMMUNICATION

1. Verbal & non-verbal communication.
2. Written communication – Advantages/Disadvantages.
3. Oral communication – Advantages/Disadvantages.
4. The 60% of communication.
5. Groups exercise.

DAY 4: COMMUNICATION & MANAGEMENT

1. Group Interaction & Communication.
2. Communication Network Patterns.
3. Communication & Management.
4. Flow of information inside the organisation.
5. Formal/information communication at work.

DAY 5: BARRIERS TO EFFECTIVE COMMUNICATION

1. People & Perceptions.
2. Semantics Problems.
3. Improve Communication and
4. Improving communication and overcoming barriers.