



Advanced Communication Skills

Overview

Good communication is fundamental in all aspects of your working life. Breakdowns in communication affect customers' satisfaction, working relations within the team and with work colleagues and result in a lower rate of productivity.

Target Group

This course is aimed at anyone with a good grasp of fundamental communication skills, who wish to develop these to an advanced level.

Objectives

By the end of this course delegates will be able to;

- ✗ Understand the importance of successful communication
- ✗ Understand what constitutes effective communication
- ✗ Identify skills for effective influencing
- ✗ Dealing with difficult situations

Course Content

Below is an overview of the topics that are covered. Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements.

- ✗ **Effective Communication**
 - Key principles
 - Barriers
 - Call Analysis
- ✗ **Advanced Communication Skills**
 - Listening & questioning
 - Vocal techniques & body language
 - Providing & conveying accurate information
 - Building credibility
 - Building rapport
 - Using & identifying emotion
- ✗ **The Art of Persuasion**
 - What motivates others
 - Building trust
 - Positive influencing language
- ✗ **Dealing with difficult situations**
 - Understanding the issues
 - Controlling the discussion
 - Handling objections

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.