

Communication Skills Training

Description

Being able to competently exchange information is a fundamental skill for every employee. While you may seldom need to give a high-powered professional-level speech or to write reports that are worthy of a Pulitzer Prize, it is important to be conscious of the many messages you communicate every day as part of your job. Make sure you are getting the maximum benefits from these communications.

Objectives

After your training program, the trainees should be able to:

- Describe how to use active listening skills.
- Develop objectives around which to structure their communications.
- Design communications to suit the audience.
- Discuss the dangers and roadblocks caused by using biased language.
- Write stronger business documents.
- Deliver a well-developed speech.

Audience

An employee's success depends, in part, on being able to effectively communicate with his or her co-workers and supervisors. In addition, employees often represent the company to customers and suppliers. Employees who can clearly communicate promote improved productivity and quality and keep conflicts and misunderstandings to a minimum.