

1 DAY

COMMUNICATING AND ENGAGING WITH PEOPLE



Communication Skills Course

LEARNING OUTCOMES

- Understand what motivates different people and learn how to encourage them to take action.
- Gain insight into your own motivators and recognise how they differ from those around you.
- Learn practical strategies to engage and influence people, even in challenging relationships.
- Improve communication skills to increase your personal impact and build stronger connections.
- Strengthen active listening to fully understand others and respond effectively.
- Recognise your own thinking patterns and appreciate how they contrast with others'.
- Adapt your language and communication style to connect, persuade, and influence a range of audiences.

COURSE OVERVIEW

This engaging one-day course is designed for team members from all backgrounds who want to improve their professionalism and effectiveness through stronger communication skills. Using interactive discussions, video content, and debates, you'll explore active listening, understand different behaviours, and learn practical techniques to connect and collaborate effectively with a diverse range of individuals.

TOPICS COVERED IN THIS COURSE

Welcome and introductions

Set the tone for the day, outline objectives, and create a collaborative learning environment.

Fundamentals of Communication

Explore key principles of clear and impactful communication to build stronger professional relationships.

Verbal and Nonverbal Cues

Understand how tone, body language, and nonverbal signals influence interactions, including in hybrid and remote settings.

Active Listening

Learn techniques to truly listen, understand, and respond effectively to colleagues and clients.

Engaging and Motivating Others

Discover strategies to engage people, inspire action, and encourage positive behaviours across different personalities.

Handling Challenging Conversations

Develop skills to navigate difficult discussions constructively, turning conflicts into growth opportunities.

Influence and Persuasion

Learn how to communicate with authority and empathy to influence others and achieve desired outcomes.

Digital Communication

Master effective communication across hybrid and remote environments to maintain clarity, connection, and professionalism.