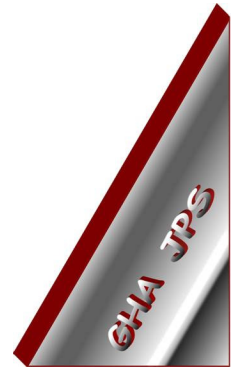


## OUTLINE PROGRAMME

### Effective Communication Skills

- 1 What is Communication?**
  - a. Communication in your organisation
  - b. The importance of non verbal communication
  - c. Silent communication
  - d. Verbal communication skills
- 2 Public Speaking and Presentation**
  - a. Ensure you are understood
  - b. Prepare well
  - c. Think ahead
- 3 Dealing with your Audience**
- 4 Seven Tips for Writing Better Reports**
- 5 Listening Skills**
  - a. Promoting listening skills
  - b. What are listening skills?
  - c. Barriers to active listening
  - d. Techniques for improving listening
- 6 Non Verbal Communication**
  - a. How we communicate without words
  - b. Body language of leaders
  - c. Every day body language
    - i Hands
    - ii Eyes
    - iii Height
- 7 The Body Language of Proxemics**
  - a. Territory
  - b. Keeping our distance
- 8 Communication and NLP**
  - a. What is NLP?
  - b. Improving our effectiveness
  - c. Enhancing communication
- 9 Written Communication**
  - a. Emails & text messages
  - b. Writing skills
  - c. The importance of style
- 10 Hints and Tips**
  - a. 10 tips for effective email
  - b. 7 tips for writing better business
- 11 Better Business Letter Writing**
  - a. The 7 'C's
  - b. Putting the reader first
  - c. The right tone
- 12 Telephone Communications**
  - a. Telephone Language
  - b. What to do and what not to do
- 13 Dealing with People**



**GHA (Cornwall) Ltd**

**Employment Law &  
H R Management Advice**

**IT and Business Skills  
Training and Consultancy**

Grosvenor House  
Fore Street  
St Stephen-in-Brannel  
St Austell  
Cornwall  
PL26 7NN

**Tel:** 01726 824574

**Fax:** 01726 823247

**Mob:** 07767 896226

**Email:**

Training@ghacornwall.co.uk  
Employmentlaw@ghacornwall.co.uk

**www.ghacornwall.co.uk**

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