

# Communication Skills

Date: Wednesday 10 March 2010

Time: 9am - 12noon

Venue: TBA

Cost: £75

Tutor: Lucy Mallet

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## Course Description

Good communication skills are important in many aspects of life including the business environment. Even though without communication businesses would not succeed, it is not uncommon for people not to be able to communicate effectively in all situations.

This course is designed to enhance a delegate's ability to inform and persuade colleagues and/or clients. It looks at how delegates can improve their communication within teams by interacting with others and becoming better listeners, asking effective questions and developing relationships. The course also reviews a delegate's telephone skills and customer service skills.

## Course Content

- Identifying different types of communication styles and assertiveness
- Identifying methods of communication for building successful relationships internally and externally
- Effective listening skills
- The role of body language and non verbal communication and its importance for successful communication
- Identifying the importance of good communication skills when using the telephone
- Team communication
- Managing difficult situations and effective communication

Please contact Martine Ellis at the Guernsey College of Further Education on 737925 or email [martinee@gcfe.net](mailto:martinee@gcfe.net) to book your place.