

Communication Skills Training

Communication Skills Training Overview

Whether it be verbal or non-verbal communication, every interaction involves communication of some kind. Interpersonal skills, body language and awareness will influence your ability to effectively communicate the message you want to give.

Who Should Attend?

Staff communicating with internal / external customers face to face.

Course Topics

Introduction to Communication

- Overview of course topics and personal objectives
- The importance of communication
- Why communication breaks down

Understanding Communication

- How backgrounds influence peoples behaviours and attitudes
- Awareness of peoples expectations and how to manage them
- Understanding peoples views and opinions

Identify Your Own Communication Style

- Identifying your strengths and weaknesses
- Your first impressions and presentation
- How to adapt your communication style when interacting with a variety people

Spoken Communication

- Confident voice, expressive tone and professional language
- Positive and negative phrases
- Effective questioning techniques
- Understand the barriers to good listening - Learn active listening skills
- Building rapport, Matching and Mirroring skills

The Impact of Body Language

- How to interpret the body language of others
- Awareness of your own body language, eye contact and expressions
- Presenting a positive impression, gaining respect and making others feel comfortable

Communicating With Difficult People

- Keeping calm under pressure
- Taking control and leading situations forward
- Showing genuine interest and empathy
- Providing alternatives where necessary

Course Dates

Please visit www.HamiltonMercer.com or call us for course dates and availability.

Course Information

- Length: 1 day (9.30am - 5pm)
- Price: £275+vat per delegate

Bookings & Enquiries

- Call: 0800 121 4660
- Email: info@hamiltonmercer.com

Hamilton Mercer Training Ltd

Central House, 1 Ballards Lane, London. N3 1LQ

Tel: +44 (0)20 8445 9625 | Fax: +44 (0)208 445 1595 | Email: info@hamiltonmercer.com

www.HamiltonMercer.com