



Communication Skills Course

Course Brochure

Course Overview

Develop essential communication skills that will transform your professional relationships

In today's fast-paced business world, the ability to communicate clearly, confidently, and persuasively isn't just nice to have—it's essential. Whether you're presenting to stakeholders, navigating difficult conversations, or collaborating with your team, strong communication skills set you apart.

What You'll Learn

1 Communication Fundamentals

- ▶ Understanding communication styles
- ▶ Verbal and non-verbal communication
- ▶ Building rapport quickly
- ▶ Active listening techniques

2 Clear & Confident Expression

- ▶ Structuring your message
- ▶ Speaking with confidence
- ▶ Persuasive communication
- ▶ Handling questions effectively

3 Difficult Conversations

- ▶ Delivering constructive feedback
- ▶ Managing conflict through dialogue
- ▶ Saying no professionally
- ▶ Addressing sensitive topics

4 Written Communication

- ▶ Professional email etiquette
- ▶ Clear and concise writing
- ▶ Adapting tone for audience
- ▶ Proofreading techniques

5 Presenting & Influencing

- ▶ Preparing effective presentations
- ▶ Engaging your audience
- ▶ Using visual aids effectively
- ▶ Building persuasive arguments

6 Virtual Communication

- ▶ Video meeting best practices
- ▶ Digital communication tools
- ▶ Remote team engagement
- ▶ Managing virtual presence

What's Included

- ✓ Course Materials: Comprehensive workbook, templates, and reference guides to take away
- ✓ Lunch & Refreshments: Full lunch with dietary requirements catered for, plus tea, coffee, and snacks
- ✓ Certificate of Achievement: Certificate of Achievement awarded on successful course completion
- ✓ 3-Month Support: Post-course email support to answer questions as you apply your learning
- ✓ Action Plan: Personalised development roadmap tailored to your specific goals
- ✓ Premium City-Centre Venues: Easy-to-reach venues with excellent transport links and facilities

- ✓ Small Groups: Maximum 12 delegates ensuring personalised attention
- ✓ Expert Trainers: Experienced professionals with real-world expertise and engaging delivery styles

Ready to book, or want to know more?

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