

## Effective Communication Skills for Women

### Purpose

The ability to communicate well is one of the biggest contributors to successful business. This interactive workshop will allow you to identify your own communication strengths and weaknesses and give you the skills you need to communicate confidently and clearly and always get your message across.

### How you benefit

Case studies and practical tasks will give you the tools you can use to implement effective communication at work

### What you learn

- Identify the components of the communication process
- Barriers to effective communication
- Different types of communication styles and how people prefer to communicate
- How to present information in ways that promote understanding
- Effective listening skills
- Different types of questions and how and when to use them
- How to provide, receive and make use of feedback
- Confidence building tips
- Assertive communication
- How to use your body language to your best advantage

#### **Duration**

1 day

#### **Fee**

£149.00 + VAT

**This course can be tailored to meet the specific needs of your organisation  
and delivered at your preferred location.**

For further information, please contact [solutions@chwaraeteg.com](mailto:solutions@chwaraeteg.com) or call 029 2047 8900  
or visit <http://www.chwaraeteg.com/solutions>