

Basics of Communication



VIDEO BASED



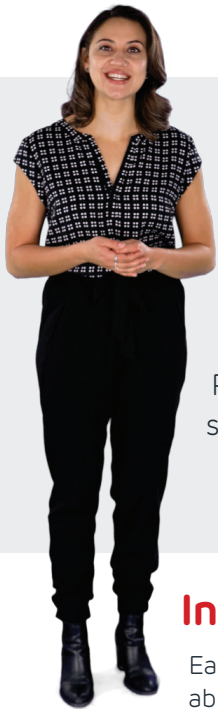
ALL DEVICES



CERTIFICATE



1.5 HOURS



Businesses run on effective communication. It's a critical part of our daily lives. The better we are at it, the better we are in business.

Our Basics of Communication programme covers all the essentials your teams need to become effective communicators not just with customers, but with each other too!

Putting your team through this programme means you'll be equipping them with the skills to express themselves more clearly, listen, and tackle difficult conversations.

Included courses

Each course is self-paced and will take you about 10 to 15 minutes to complete. Short videos will show you what good looks like and provide you with some thought-provoking actions that your team can implement. Questions, activities and resources will help your team remember the key learning points.

1. What is Communication
2. Active Listening
3. Tone, Pitch & Pace
4. Communicating Thoughtfully
5. Body Language
6. Communication Barriers

Who's it for?

- Managers.
- Front-line staff.
- Anyone who communicates.

Customisation options

- Introduction video.
- Role-play video examples.

What are the learning outcomes?

After completing this programme, your team will be able to;

- Recognise the key building blocks of good communication.
- Define each of the four different types of communication.
- Define and give original examples of active listening
- Recall the 'Ask, Listen, Include' technique of active listening.
- Describe the impact tone, pitch and pace have on communication.
- Recite the 'THINK' acronym for effective communication.
- Summarise the 'Pause' technique.
- Identify the different components of body language
- Explain the impact that body language has on communication.
- Identify barriers to communication and explain how to overcome them.