

Productive Communication

Suitable for individuals within the work environment who feel they would benefit from an improved understanding of communication between colleagues, customers and peers.

Objectives

This useful one day programme will provide an understanding of differing communication styles and how to “tune in” to others. Delegates will also learn a range of skills designed to improve communication and relationships with others.

Content covers:

- Barriers to the communication process
- Awareness of other communication styles
- Questioning skills
- Active listening
- Body language
- Difficult communication techniques
- An insight to assertiveness

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters