



Corporate Coach Group

Training that transforms



Training Plan Communication Skills Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Communication Skills Course Summary

How would you rate your communication style? Are you as clear, confident and persuasive as you would like to be, or do you sometimes have trouble clearly expressing your ideas, thoughts and feelings?

This ILM accredited course is for anyone who wants to improve their communication skills. You will learn how to create the right impression by improving all elements of effective communication; effective speaking, writing, body language, voice tones, listening and questioning skills. After attending this course, you will know how to eliminate many common errors and you will communicate with more clarity, confidence, authority, likeability and persuasiveness.

Learning Outcomes for the Communication Skills Course

- Improve your communication skills: Become more clear, convincing and persuasive
- Gain more confidence; present your message with assurance
- How to specify the exact meaning, so there is no misunderstanding
- The proper (and improper) use of humour and office banter
- Handle conflict situations and difficult conversations with the right amount of assertiveness
- Effective use of body-language gestures and voice tones
- The proper use of praise, appreciation and thanks: Always leave on a positive note

Customer Review

“ This was an extremely welcome and focussed course, covering rational behaviour in the workplace. Extremely useful tools for managing conflict and improving communication. The trainer was engaging and authoritative. The presentation was well paced, well-illustrated, with a good variety of group work, plus presentation.

*Tim Hamilton
Open Doors*

Communication Skills Training Course Overview

This course is split into two modules. The morning session covers developing your communication style, so that you always make a positive impression in the minds of others. The afternoon session is about developing your communication skills, so you are able to effectively handle difficult people and negative situations, in a positive way.

We start the course with a self-assessment of your current communication style and find out what you want to gain from this training. We discuss the three main characteristics of effective communication: Clarity, Reason, Positive emotion. Everything you say creates an impression in the minds of others; we discuss how you can communicate, so that you leave the right impression. We will discuss the importance of clarity in communication, giving good reasons for your message and positive intentions.

In the afternoon you will learn how to handle negative situations in a positive way. We discuss the various ways people respond to difficult situations. We will show you how to respond, replacing negative emotions and instead treating all people and problems “according to the principles of reason”. You will learn how to present yourself assertively, by managing your language, body language and voice tones. You will have the opportunity to practice your new skills in common conflict scenarios. You will finish the training day by learning how important it is to finish every communication on a positive note.

Customer Review

“ Having a framework really boosts confidence in this area, especially if you are new to leadership. I found the conflict management especially beneficial. The trainer was brilliant, friendly and engaging, with boundless enthusiasm. You know, from his presentation, that he knows what he is talking about.

*Robyn Fryer
Science Museum*

Communication Skills Training Course Details

Morning Session

Definition: What is Communication skills training?

Communication skills training is about learning how to express your ideas in a clear, convincing, and inspiring manner. It is also about improving your ability to more fully understand others, and to quickly resolve any conflicts that may exist between you. Communication skills training is about understanding others and making yourself clearly understood.

Purpose of Communication Skills Training

All good communicators are clear, convincing and inspiring.

We need to know how to communicate in order to get the best performance from ourselves and inspire others.

If you are a clear, convincing and positive communicator, everyone will understand what you are saying, why you are saying it and they will get a good feeling about it.

How to clearly communicate goals

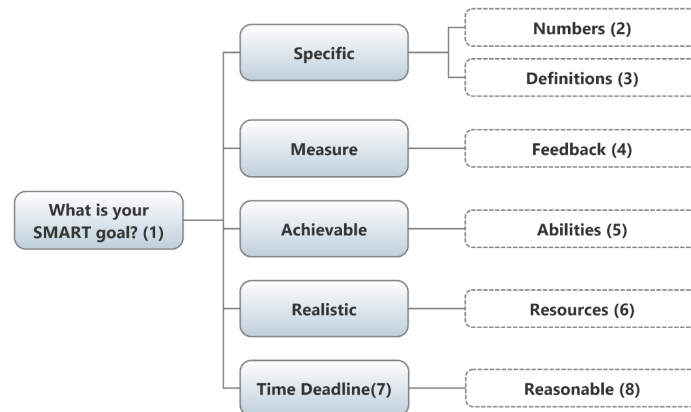
We are defined by our goals. And we are judged partially upon our ability to achieve the goals that are set for us. So, we must learn to effectively communicate goals. You will learn how to communicate goals in clear and unambiguous terms, particularly with regard to your targets, values, standards, expectations and feelings.

Use numbers to gain greater clarity

Using numbers is the easiest way to improve the clarity of your language and help develop good communication skills. Numbers introduce exact times, exact quantities and more specific information. They improve the quantitative nature of your language and make it less likely to be misunderstood.

Use 8-part SMART

Eight-part SMART is a set of eight questions which you need to answer, in order to ensure your goals and plans are well communicated and fully understood.



Practice good humour

Some people use humour in destructive and sarcastic ways. We should use humour only in constructive and friendly ways. We need to distinguish between the incorrect and the correct use of humour. The correct use of humour will help develop your interpersonal skills.

How to clearly express your meaning

Some people have difficulty expressing their thoughts. They say to themselves, “I know what I mean, but I can’t explain it”. You NEED to be able to translate feelings into *words*.

And you need to be able to help other people clearly express their meaning by *asking the right prompting questions*. We will show you the best way to do this and practice with some real-life examples.

Improve your listening skills

Listening is the art of gaining an exact understanding of the message.

Understanding other people is a major communication skill.

We will show you how to improve your listening skills.

How to distinguish between a critic and a cynic

Make the distinction between criticism and cynicism. We all need to hear valid criticism, but nobody needs to hear cynicism. You will learn to distinguish between the two communication styles, and you will learn how to transform cynics into critics.

We will show you how to give only *constructive* criticism.

Communicate using affirmative instructions

Negative statements often act as an unintended “embedded command”, putting into mind the very idea that you wanted the other person to *put out of mind*.

Since action follows thought, a person may be more likely to do the thing you are asking them not to do. “Don’t panic”, implies panic.

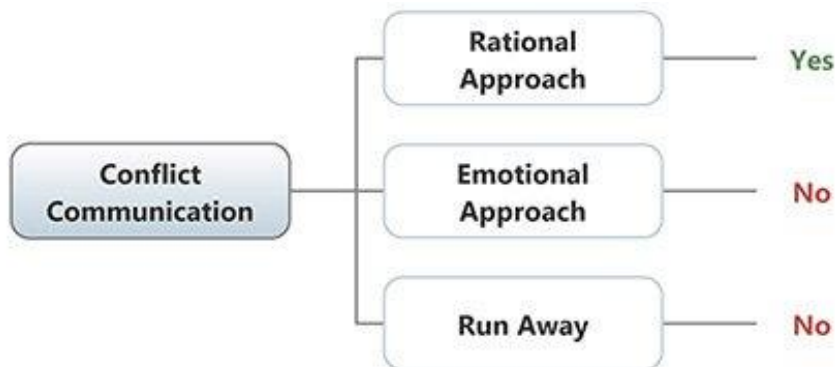
Therefore, it is important to frame your messages in the affirmative.

We will give you opportunities to practice this important communication skill.

Afternoon Session

Managing the difficult conversation and conflict

Some people are difficult to manage and therefore conflict situations are inevitable. Whenever there is tension or conflict, ensure your communication is clear, assertive and controlled.



Communication requires you get the timing right

When you need to have a difficult conversation, it is important to get the timing right. You could say all the right things, but at the *wrong time and place*. We will help you get the timing right to improve your handling of difficult conversations.

Communication requires you get the emotions right

Conflicts have a tendency to trigger negative emotions in the mind, such as anger and upset. But too much anger and upset can make a bad situation worse. Therefore, you need to minimise the risk of triggering negative emotional responses.

We will show you exactly how to do this and improve your interpersonal skills.

Communicate using factual, objective language

We will show you how to describe your message in objective terms. Objective language is your key to success and essential for effective communication. When in conflict, avoid the use of highly-charged emotional or derogatory language, and use only objective language. We will practice developing this important communication skill.

Communicate with the right level of assertiveness

Be assertive but not aggressive, nor passive. Assertiveness is important. If you come-on too strong, they will fight you; if you don't come-on strong enough, they will ignore you. We will help you achieve the right level of assertiveness, clarity and confidence.

In conflict, your objective is to take the heat out of the situation

You need to choose your words carefully. Sometimes it takes only one wrong word to cause the other person to explode.

We will show you how to choose the right words to express yourself.

Negotiate a way forward

Instead of arguing about the past, switch the conversation onto the future.

This is a very important point: If you are going to argue at all, argue over the future, since the future is capable of being changed.

Prepare your message in advance

Whenever possible, prepare your message in advance. You need to know what you must refrain from saying and what you will say.

Good communication includes mastering the art of “self-editing”.

Propose a definite solution to the problem or difficult situation

You need to propose a solution that is practical under the circumstances, and therefore more likely to obtain an agreement.

Distinguish reasons from excuses

If the person says NO to your proposal, then you need to know how to distinguish "reasons" from "excuses" for not doing something. You should give concessions to reasons, but not give concessions for excuses.

Know when to compromise and when to stand firm

Compromise is sometimes the right thing, and sometimes it is the worst thing you could do. We will discuss when to compromise and when to stand firm.

Good body language and the use of proper voice tones

You need to master your own posture, gestures, eye contact and facial expressions.

In addition, you must master the pitch, pace and the volume of your voice.

The proper use of praise and appreciation

The absence of appreciation can be the cause of conflict.

We will discuss the need for effective praise, appreciation and positive reinforcement.

Customer Review

“ The course content was great and contextual. Some of it I have covered before, but most elements were new, such as the method of conflict resolution. The trainer gave lots of examples and was a good trainer, he kept me engaged all day.

*Emma
Legal and General*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,150 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

Corporate Coach Training Ltd
Waltcot House
Parton Road
Churchdown
Gloucestershire
GL3 2JJ

Email: lindsey@corporatecoachgroup.com

Tel: +44 (0) 1452 856091

Customer Reviews

“ The course content was excellent, thorough, informative, inspirational, enjoyable, practical and achievable. Personally, I found the positive thinking elements less relevant, but I can see that it's helpful to recognise that can be an issue for others so it's definitely good to include. Trainer's Presentation was excellent, thorough and inspirational. I was particularly impressed with how he dealt with slightly off-topic contributions from some attendees and also those with slightly less developed language skills. Very demographic.

*Michael Browning
The Art Fund*

“ The course content was structurally well organised and had a good set of exercises, the training manual was easy to read and understand. The trainer's presentation was engaging and interactive. The audience felt involved and I learnt some new techniques.

*Hiran Shetty
Capita*

“ This training course was just what I was looking for. The captions noted at the back of the book throughout the day have been exceptionally helpful. The training day has been enjoyable with lots of interaction. As an introvert this is a huge step in my development. Timings were kept, and the trainer was helpful answering various questions during the day.

*Claire Jones
Solace*

“ The course content was easy to understand, interesting and covered a variety of important topics which were motivating and focused on self-awareness. The trainer was very good and explained all content very thoroughly and with enthusiasm.

*Lucinda Croft
Thorpe House Nursing Home*