

professional
development

Your Essential Guide to Effective Communication



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Getting Your Point Across

Why are Effective Communication Skills so important?

The ability to communicate effectively affects every level of your personal and professional life.

Once you master how to communicate verbally, listen attentively, converse with ease, and address conflict, you'll find that every area of your day-to-day life improves.

Surely I already have the communication skills I need?

We all communicate continuously, but often we don't pay enough attention to developing our existing skills.

This guide shows you the benefits of improved communication skills & helps you get started on perfecting yours.



5 Benefits of Effective Communication Skills



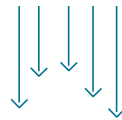
Achieve More

Misunderstandings and inability to express ideas can hold us back from achieving goals.



Gain Confidence to Handle Any Situation

Improved communication skills enable you to address conflict with confidence and capability.



Lower Your Stress Levels

When you communicate your needs and ask the right questions, you'll feel more in control of any situation.



Become More Effective

When you are communicating clearly, things get done faster and with better accuracy.



Improve Your Interpersonal and Business Relationships

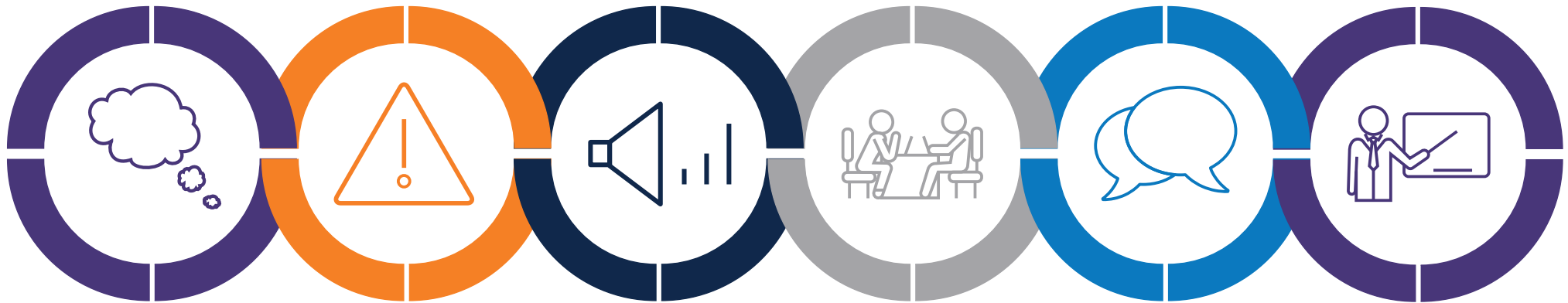
So much of our interpersonal dealings boil down to understanding others and being understood.

8 Essential Communication Skills



- 1 Speaking with clarity: getting your message across
- 2 Conversation skills
- 3 Asking powerful questions
- 4 Handling difficult situations
- 5 Active Listening
- 6 Body language
- 7 Stress management
- 8 Assertiveness

Improve Your Skills Instantly



Before you speak, think about the point you want to get across and keep this in mind as you communicate.

Check your non-verbal signals. Are you frowning or crossing your arms?

Practise active listening - maintain focus on what the speaker is saying and express interest as they talk.

Think about how what you're saying may be interpreted by others.

Keep your message simple and use clear, straightforward language.

Build a strong toolkit of versatile, effective communication skills by attending training.

Develop Solid, Effective Communication Skills

Attend our 2-Day Communication Skills Workshop

Our aim during this 2-day, Communication Skills workshop is to equip you with the skills and techniques to communicate effectively with others.

Communication Skills are vital in every aspect of our daily business and personal life. It's important to know how to get your message across clearly.

Listening and questioning skills are also crucial to understanding others and being understood.

Our 2-day workshop helps you achieve these skills by blending theory with practical learning.

① Principles of Effective Communication

- The basic rules of communication
- Understanding different communication styles
- Barriers to effective communication

② Identify Your Skills

- Identify your communication style
- Evaluate your strengths and areas for improvement

③ Mastering Core Communication Skills

- Clarity: getting your message across
- How to ask the right questions to get the right answers
- The importance of listening skills

④ Building Rapport

- Learn how to make conversation flow easily
- Use your new skills to build and strengthen business relationships

⑤ Handling Difficult Situations

- Effective ways to handle difficult conversations
- Assertiveness: the difference between being assertive and being aggressive
- Dealing with criticism

Get Started



Talk to Us

You can reach us by phone on Freephone 1800 910 810, or 01 861 0700 (mon - fri, 9.00 - 5.30).

We will always be happy to chat with you about the right path for your Communication Skills training.

Freephone 1800 910 810



Reserve Your Place

You can get started instantly and reserve your place on one of our next Communication Skills Course dates by clicking the button below.

Reserve My Place



Ask Us A Question Online

If you'd prefer to contact us online, request a phonecall, or to get in touch outside of office hours, using the "Ask A Quick Question" button below is the best option.

We'll respond with the information you need.

Ask A Quick Question



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