



Ref T&D13

### **Effective Communication – Level 3**

Course Duration:

2 days

Course Aim / General Introduction:

Communication is the art of being understood and of understanding others. This course looks at all elements of communication from planning your communication and communication styles to how to present a positive image

Learning Outcomes:

- Understand what is meant by communication
- Understand the impact of internal communication on organisations strategies
- Recognise the function of a range of communication skills and understand how they should be applied
- Understand how verbal communication and body language can impact on personal communication
- Develop strategies for improving writing styles and skills necessary to communicate effectively

Who should attend this course?

All levels of management

Teaching and Learning / Assessment:

- Group / Individual exercises
- Case study
- Group discussion
- Role play

Capacity:

12 people

Price:

- In-house session @ £590, plus VAT
- In-house session @ £125, plus VAT per additional delegate
- Grouped training @ £295 per person, plus VAT
- One to one session @ £300 per person, plus VAT

Qualification:

On successful completion of this course students will be awarded the OCN Level 2 award in Effective Communication.

The award is issued through Life Environmental and The National Open College Network who are approved as an awarding body with the Qualifications and Curriculum Authority (QCA).



**For further information, including course booking:**

**Telephone: 0113 2700775 / 07894 488628**

