

Developing Effective Communication Skills

All Wales Induction Framework Workbook 1 – Section 1.7

BACKGROUND:

Effective communication is vital to any relationship working or otherwise. Miscommunication is often the cause of poor working relationships, service user/staff relationships and can account for much wasted time and effort.

TARGET GROUP:

This course is aimed at all support staff, line managers, admin staff who rely on effective communication, confidentiality and working within Data Protection principles.

COURSE AIMS:

The course aims to assist in improving staff communication skills, improving their working relationships and ability to communicate more effectively.

LEARNING OUTCOMES:

1. Understand the importance and types of communication
2. Recognise the strengths of Effective Communication
3. Outline and apply a model/framework of communication
4. Explore forms of communication and their strengths/weaknesses
5. Identify barriers in communicating
6. Promote the importance of reporting and recording

ORGANISATIONAL BENEFITS:

Through addressing communication issues and discussing the principles and practice of effective communication, organisations will duly benefit. Communication affects all areas of our working lives, an awareness of what makes a good communicator will have a positive impact on working/professional/client relationships, working practice and time management. **This 1-day training session supports and compliments the new All Wales Induction Framework. We invite delegates to bring along workbook 1, where section 1.7 will be covered during the session.**

Costs: £700 + VAT for 12-14 people, at your venue

(Including all materials)

For further information or to reserve your place contact Steps Training on **02920 095300** or email info@steps-training.co.uk @ St Line House, Mount Stuart Square, Cardiff Bay, CF10 5LR