

Advanced Communication Skills (Tier 1)

1 Day

Description

In any profession, you will find yourself in a situation where you need to relay information to another colleague. When such situations arise, good communication skills are an essential part of getting your message across clearly. This course will show you how to apply advanced verbal and written communication techniques in your workplace.

Prerequisites

- None

Objectives

- ✓ Determine the content of your message.
- ✓ Determine the best way to prepare and deliver your message verbally.
- ✓ Examine the basics of building a well-structured presentation.
- ✓ Examine the mechanics of delivering a successful presentation.

Write to be Understood

Determine When to Write
Plan Your Message
Perfect Your Style and Mechanics
Writing in the Workplace

Speak to be Heard

Prepare Your Message
Deliver Your Message

Plan for High Impact

The Importance of Planning
Outline Your Presentation
Develop Your Script
Add Visual Aids

Captivate Your Audience

Make Final Preparations
Basics of Delivery
The Question-and-Answer Session
Assess the Presentation