




# The Skills Academy Communication Skills for the workplace

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## WORKSHOP OVERVIEW

Communication skills enable you to express yourself in a positive & clear way, both orally and in written form. Demonstrating these skills involves conveying information in a simple, easy to understand manner without losing your core message. In best practice companies, employee communication includes & connects the entire workforce.

Participants will learn how to use effective techniques in communicating with individuals who hold a different position in an organisation & dealing with human resource issues along with identifying an organisation's culture.

**We will help you or your employees write both efficiently & effectively in an understandable & professional manner.**

## WHO IS THIS FOR?

New hires or existing staff who need to acquire the skills necessary to excel in a professional environment - particularly working in a client setting and for those who want to meet the challenges of today's workplace with the advanced skills of culturally aware communication. Whatever career goals you have set yourself, the ability to connect & collaborate with colleagues & stakeholders will help to unlock your potential.

As a result of completing this workshop - participants will be confident in their ability to make a professional impression with both their colleagues and clients alike.

## WHAT WILL BE COVERED?

- Identify common communication problems
- Develop skills in listening actively & empathetically
- Identify the elements that influence first impressions to establish credibility with others & thus build positive relationships
- Techniques for the workplace that will provide participants with the key elements of better messaging - namely preparation & delivery - so as to make sure the communication is both appropriate & effective
- Creating positive relationships by identifying communication strengths & weaknesses
- Essential non-verbal communication - body language & emotional intelligence
- Multi-cultural terms & culturally aware communications
- Powerful presentations
- Diagnosing & handling conflict

## HOW THE WORKSHOP WILL BE DELIVERED

This one/two day programme is delivered either virtually or in a client setting with participants engaging in real world role playing & reviewing relevant case studies. At the end of the course, participants will be given constructive feedback on a short presentation they have prepared.