

## Communication skills

### Outcomes

**After attending this workshop, participants will be able to:**

- ✓ **Overcome barriers to communication**
- ✓ **Listen more effectively**
- ✓ **Communicate with influence**
- ✓ **Give and seek effective feedback**
- ✓ **Negotiate with confidence**
- ✓ **Manage conflict more confidently and effectively**

### Content

**The dynamics of communication**

**Barriers to communication**

**Active listening**

**Communicating with influence**

**Giving and receiving feedback**

**Negotiation**

**Conflict management strategies**

**Action planning**

Please note that this is an example only. All our workshops and courses are customised to meet your specific needs.