

Rhema Skills Development Courses

Course Title: Communication Skills

Duration: Two Days

Course Objectives:

As a result of this course you will be able to:

- Create a positive image of yourself and your organisation
- Develop a customer friendly style and approach to communications
- Improve your interpersonal skills in order to influence over the telephone, at meetings and in writing
- Get your point across assertively whilst maintaining rapport
- Select the most effective media to communicate information

Course Content:

- Building rapport
- Use of voice, tone, tempo, and language
- Non verbal communication
- Matching and mirroring
- The nature of telephone communication
- Communicating in writing
- Influencing skills
- Assertiveness