

How can we get people to communicate effectively?

Your frustrations >

- Getting information to flow*
- Getting people to talk to each other*
- Getting people to understand each other*
- Overcoming passivity*

Effective Communication

Every organisation suffers from communication - too little, too much, wrong channel, wrong person . . . the skills of speaking, reading, writing, and sharing information are essential for everybody.

This course has been specially designed to provide participants with a broad cross section of skills and approaches to help them communicate more effectively. It will assist all organisations that suffer communication blockages and all people who need to communicate actively in their day to day work.

The course is highly interactive and provides practice in all the topics covered. It also gives participants quick tips on improving their personal communication style for immediate application.



You will learn . . .

- ◆ Simple rules to achieve effective communication
- ◆ Common barriers to communication and how to overcome them
- ◆ Message design to aid understanding
- ◆ Questioning techniques
- ◆ Active listening
- ◆ Giving and taking criticism in a non-defensive and non-offensive manner
- ◆ Non-verbal communication
- ◆ The six principles of clear business writing
- ◆ Assertiveness - how non-assertive behaviour affects communication
- ◆ Tips and techniques for effective communication on the telephone
- ◆ Information and communication technology - using mobile phones and e-mail

Who will benefit?

Everyone whose work involves communication - in other words *everyone!*

Learning high points

- Learning that communication can be learnt!
- Understanding the best way to communicate in different circumstances

All TACK courses are highly interactive and are run under licence from TACK Training Worldwide Ltd

TACK International P O Box 55922 Nairobi Kenya

Tel 020 272 3535 E-mail helpdesk@tackafrica.com Web site www.tackafrica.com