



Course Syllabus

Communication Skills

This course is designed for anyone who wishes to improve their communication skills within the workplace

The course is aimed at all people who wish to become more assertive.

The aim of this course is to improve your communication skills and encourage more effective communication within a working environment.

By the end of the session candidates will be able to:

- You will be able to use simple and direct language to communicate with others
- You will be able to communicate more confidently in both written, verbal and body language forms
- Demonstrate and improve your listening skills
- Identify and discuss the difference between one and two way communication
- Improve your communication skills through role play and case studies
- Demonstrate an understanding of body language and the use of “mirroring”

A certificate of attendance will be awarded to all candidates who successfully complete the course.

Next Step?

Contact our Learning & Development team at Aspen Wolf Ltd on 0191 581 1000 to discuss your specific training needs.