

Great Communication Skills

8

Learning outcomes:

- Relate to effective verbal communication
- Develop our awareness of non-verbal skills and learn how to use these to communicate more efficiently

What you will need:

- Handout 20 – Communication
- Handout 21 – Non-verbal communication
- Handout 22 – Vocal skills
- Handout 23 – Verbal communication skills
- Handout 24 – Awareness of non-verbal behaviour
- 'Communication Challenge' cards
- Timer
- Soft ball

Content and suggested timings:

Looking at non-verbal communication	15 mins
Vocal skills and verbal skills	15 mins
Awareness of non-verbal behaviour - An exercise	30 mins
Total duration:	60 mins

Looking at non-verbal communication

Issue delegates with **Handout 20** - communication and talk them through the information (as set out below).

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It takes less than seven seconds to form your
first impression about someone.
You are judged before you even open your mouth!

PLEASE NOTE: This is a one-page sample only. If you would like to download a full one-hour module and you are a new customer, then email us: help@trainingwizard.co.uk and we will provide you with a discount code so you can download any module for £5+VAT.