



Communication Skills

Time	9.30am to 4.30pm (Registration 9am)
Duration	1-day
Who for	Admin staff in CSS
Aims and	To enable participants to refresh and update aspects of their Communication Skills
Objectives	Participants will demonstrate ability to; <ul style="list-style-type: none">• Identify their preferred style of Communication• Identify Blocks to effective Listening• Use Listening techniques more effectively.• Use Questioning to uncover Needs• Understand the importance of adapting their Communication Style.
Learning Outcomes	The participants will be able to communicate more effectively both internally and externally
Content	Analysing your preferred Communication Style. <ul style="list-style-type: none">• Active Listening• Open and Closed Questions• Triggers on the Telephone• Communication Choices & Strategies
Facilitator	Sue Brett, Martello Training
To apply	Please send a completed application form to the Professional Development Unit (CSS), 1st floor, Kroner House, Eurogate Business Park, Ashford, TN24 8XU. Telephone bookings are not accepted.