

## Effective Interpersonal Communication and Listening Skills

*By understanding how we receive and transmit our messages to others, we can become more effective as communicators and listeners. This course is designed to give an insight into what factors affect how we communicate and offers opportunities to practice skills and techniques to become more effective in our interactions with others.*

### Learning Outcomes

At the end of the course, participants will be able to :

- Identify the different ways we get our message across
- Understand the impact of body language in communication and what key signals mean
- Observe and practice effective listening strategies
- Describe the benefits of the different styles of behaviour and their impact on others
- Identify gender differences in styles of communication
- Evaluate and improve their use of the telephone to deliver their message
- Write a personal action plan for developing your skills in the future

### Variations to this course

Each module can be modified to include other related topics or to address different target audiences. For example, this course has been successfully delivered to middle managers over a 2 day period – please view our '[Customised Training](#)' area for more information.

### Who is this course for?

### Course level - Introductory

Especially relevant for those who communicate regularly with others face-to-face and on the telephone and who typically have not received any formal training in this area, or need to brush up on their skills

### Core topics

- Styles and modes of behaviour and their impact
- How we get our message across
- Effective communication face-to-face
- Coping with the telephone
- Questioning techniques
- Strategies for effective listening