

# Business Communication & Personal Skills

## Who will benefit

Level 2 3 4 5

Credit staff that need to know how their behaviour impacts on others.

## Objective

Individuals will leave the training being fully aware of how they communicate with others, what they are doing well and those key areas they have an opportunity to build upon moving forward.

## Course content

- **Understand the principles of effective business communications and personal skills**
  - Evaluate different forms of communication which demonstrates an appreciation of verbal and non-verbal communication considers:
    - Telephone communications
    - Formal and informal written communications
    - Formal and informal meetings
    - Presentations
- **Identify good practice for different forms of communication including:**
  - Business Greetings
  - Telephone communications
  - Letter writing
  - Business emails
  - Formal business reports
  - Business meetings
  - Presentations
- **Explain behaviours which build productive relationships with colleagues**
- **Learn how to establish and maintain an effective team, including identification of reasons why teams struggle at different stages**
- **Be able to demonstrate effective business communication and personal skills based on reflective practice**
- **Evaluate own strengths and weaknesses**
- **Establish realistic short and long-term goals in relation to communication and personal skills**

**Fee:** £390.00 + VAT Non-Members, £310.00 + VAT Members