

Effective Listening & Speaking Skills for Successful Business Interactions

Communicate with Confidence

Course Objective

This one-day program will give participants the listening and speaking skills they need to be more productive. They will leave this workshop with practical skills for communicating clearly, concisely and professionally in their day-to-day business interactions. They will spend less time clarifying messages and more time getting work done.

95% of the average work week is spent communicating with others. Therefore, effective listening and speaking are “must have” skills for any employee.

Enrolment: We suggest a maximum enrolment of 15 participants in this workshop.

How is this program different from other one-day programs?

IWCC’s program is not a one-day lecture. Participants spend 80% of their workshop time working on exercises to learn core communication skills. They will leave the workshop ready to use their new listening and speaking skills to get their work done more quickly and efficiently, and to help others do the same.

Who Should Attend

This workshop is designed for teams and individuals who want or need to be purposeful, focused and succinct when they communicate with others.

What Participants Will Learn

By attending this workshop, your employees will learn to:

- Assess their own listening and speaking skills
- Overcome barriers that cause interference between speakers and listeners
- Send messages that build relationships and convey corporate values and beliefs
- Use a high impact style to express ideas clearly and succinctly
- Package information to help listeners follow the logic of their message
- Determine the appropriate content and level of detail for every situation
- Communicate effectively with the four principal behavioural styles
- Use verbal and non-verbal techniques to enhance their message
- Ask questions to probe for information
- Listen actively to gather the right information

