



Communication Skills

Communication is the process by which information and feelings are exchanged among individuals through common symbols, signs or behaviour.

Target Audience

The course is intended for people to develop verbal and non-verbal communication skills to aid their interaction with other people.

Aims

The aim of the course is for:

- Delegates to be aware of what communication is.
- Delegates to be aware of the 3 aspects to communication.
- Delegates to be aware of the ways that people communicate.
- Delegates to be aware of verbal and non-verbal techniques.

Learning Objectives

By the end of the session students should be able to:

- State a definition of communication.
- State the ways that we communicate.
- State communication blocks.
- State positive and negative communication techniques.

Course Duration

6 hours – 1 day

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