

## Communication Skills Immersion

**Practical information:** Number of participants: Between 5 and 10  
Duration: 2 days (09:00 – 17:00)  
Price per person @ Valesta office: €1300

### Course Overview

Excellent communications skills and the ability to build effective relationships are invaluable to you in both your career and personal life. Knowing how to get your message across clearly, active listening, and questioning effectively are crucial to understanding others and being understood. These skills will lead to developing better relationships and higher productivity.

This two day, Communication Skills workshop is open to everyone and is designed to equip you with the necessary skills to communicate effectively with others, which will be achieved by blending theory with practical learning.

### By attending this course you will gain:

- ✓ Knowledge on the interest of all stakeholders involved within your company or partners/suppliers you collaborate with
- ✓ The ability to communicate with a variety of personalities (stakeholders, colleagues, partners, etc. )
- ✓ The ability to develop the right level of assertiveness to get the right information at the right time from the right person for your project

### Course Content

The content of this training is theoretically and practically orientated and aspects can be tailored depending on the participant's needs. The training is experience based with a focus on practical exercises, exchanging of personal experiences and individual points of attention.

The topics covered during this course include:

- Basic skills: listening, concluding, probing
- How to communicate in an assertive way
- The power of visualisation and “positive thinking”
- Recognising different communication styles
- Understanding emotions and how to control them during communication
- A better understanding of non-verbal communication
- Tools to analyse and solve conflicts (using the Thomas-Killman model)
- Providing and receiving feedback

By sharing successes and opportunities to improve, you'll get new insights and tools to enhance your communication skills and become a much more effective communicator.

**For more information or to reserve a seat on this training course please contact us today!**  
***We are flexible! Should you require training to be carried out in-house, we would be happy to discuss your needs and come up with a suitable solution for you.***