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*The single biggest problem with communication is the illusion that it has taken place.”   
―*[*George Bernard Shaw*](http://www.goodreads.com/author/show/5217.George_Bernard_Shaw)

**Benefits**

Communication skills are increasingly becoming an essential element for every employee at every level of the business and ideally must become a part of their standard tool set. Via the courses we offer delegates will get a chance to develop and understand the importance of self -awareness, and its importance in effective communication. They will also get the opportunity to work out the 7 challenges of communication.

A key outcome should be that delegates produce better results … in less time … with fewer resources. Efficient communication can be a catalyst to the success of the individual and hence of the organization.

**Why is it important**

Effective communications between internal and external customers is essential for organizational survival, employee retention, and conflict avoidance. It increases staff motivation, facilitates resource management and increases business productivity.

**What Should Delegates Walk Away With**

* Learn that communication is a two-way process between them and their customers.
* Learn to construct clear, concise messages in the interest of the listener.
* Learn to manage their nonverbal behaviours — including voice tone, intonation and gestures — to reinforce the intent of the message.
* Learn to listen actively to improve communication

**COMMUNICATION SKILLS**

**ENQUIRE**

About the Course

Diagnosis

Format

Duration

Venue

Cost

Related Courses

Communication Skills

Self - Awareness

Barriers to Communication