



Ultimate Communicator

Programme Information

KEY INFORMATION

Content:

- Understanding the process of communication
- Verbal & non-verbal communication
- Recognising and dealing with barriers to communication

Delivery Options:

- Online 2 x 3 hour workshops
- Site based 1 day workshop

Recognition:

- TSP Learn certificated programme

Quote & Booking:

info@tsplearn.co.uk

What does this programme cover?

Communication issues and strategies that will make your communication more powerful, memorable and effective. Improving your verbal communication skills by addressing structure, tone, pitch and clarity. How to recognise and deal with situations where communication has broken down. The confidence to deal with conflict and resolve discrepancies with colleagues and clients.

Who is the programme suitable for?

The course is aimed at managers, employees and individuals at all levels who want to improve the verbal and non-verbal communication skills of themselves or their staff in order to become more effective in the workplace.

How is the programme delivered?

We have a range of flexible learning options that include:

- Online workshops - 2 x 3 hour workshops delivered within an online learning classroom or using your own preferred platform.
- Site based workshop - 1 day workshop delivered at your preferred site location.

What related training/qualifications could candidates progress to?

Candidates completing this qualification could consider a wide range of further study including:

- Level 3 and 5 Management qualifications and apprenticeships.
- Stress Management & Resilience workshops.
- Presenting & Presentation Skills workshops.
- Time Management & Prioritisation workshops.

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Programme Content

Our delivery team consists of experienced training consultants that provide your teams with the support that they need to maximise their knowledge and skills development whilst on programme. Prior to our delivery dates we will ensure that we have tailored and contextualised our programme content to reflect your business needs. All of our learning programmes contain active learning content that can be taken into the workplace to improve business performance.

All programmes are available throughout the year. We work with you to coordinate the dates and modes of delivery (online or site based) that you need. For further information or to discuss your needs, please get in touch using the contact information below.

What is Communication?

- Understanding the process of communication.
- What methods of communication are there?
- Communication SWOT.
- The communication model.
- The importance of empathy and listening skills within communication.

Verbal & Non-Verbal Communication

- How do we use these forms of communication currently?
- Improving how effective we can be by making changes to our choice of communication method.
- Using structure, tone and pitch effectively.
- Audiences & adaptation.

Dealing with Barriers!

- Understanding the barriers to effective communication.
- Techniques and tips to break down barriers.
- Active listening in action.
- Dealing with nerves when communicating verbally.
- Assertiveness and influence.



Would your organisation benefit from...

- Assessing the level of digital/ICT skills across the workforce?
- Addressing English and Maths skills across the workforce?
- Providing flexible learning opportunities for staff to upskill in any of these areas?
- We can help, contact us today.

We also provide: Levy Funded Apprenticeship Delivery

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Security Management Level 3
- Passenger Transport Operations/Management Level 2-4

*TSP is offering a 10% reduction on the value of orders for TSP Pro courses confirmed in July & August 2023

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