

Getting your message across

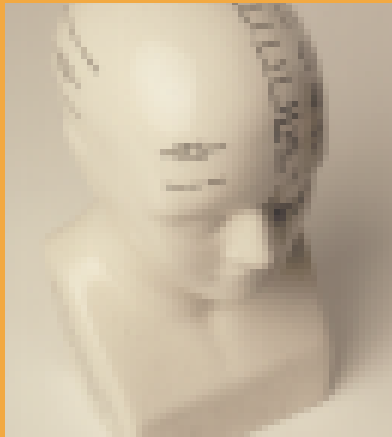
Skillful communication is crucial for every organisation. Experience shows that improving the quality of communication can mean better individual and team performance, which of course, has a positive impact on corporate success.

With the Effective Communications course, your personnel will benefit from all the practical advice they need to make themselves heard and understood.

Furthermore, our expert trainers understand that every organisation's needs are different; that's why we will tailor the course to match your requirements exactly.

Let's work together

If you're looking to improve communications throughout your company, it pays to talk to us, because when it comes to helping organisations achieve better working relationships and results, we have a wealth of experience on our side.



GET IN TOUCH WITH
THE HUMAN FACTOR



So, what happens next? First, we'll meet with you to discover more about your company, people and needs. Next, we'll design and create a package that is bespoke to your requirement.

From there, we'll deliver a course that meets the needs of the business. Simple as that. Crystal clear. It works too. Ask our clients.

Alternatively, rather than a purely 'in-house' programme. If you would like your personnel to attend one of our generic courses, where they can exchange ideas with people from a wide spectrum of business interests, simply contact us. And they will experience one of the most rewarding Effective Communications programmes they have ever attended.



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EFFECTIVE COMMUNICATIONS

*Achieving results
through improved
communication skills*



THE
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FACTOR

International Management Development
& Leadership Consultants



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CLEAR COMMUNICATION...

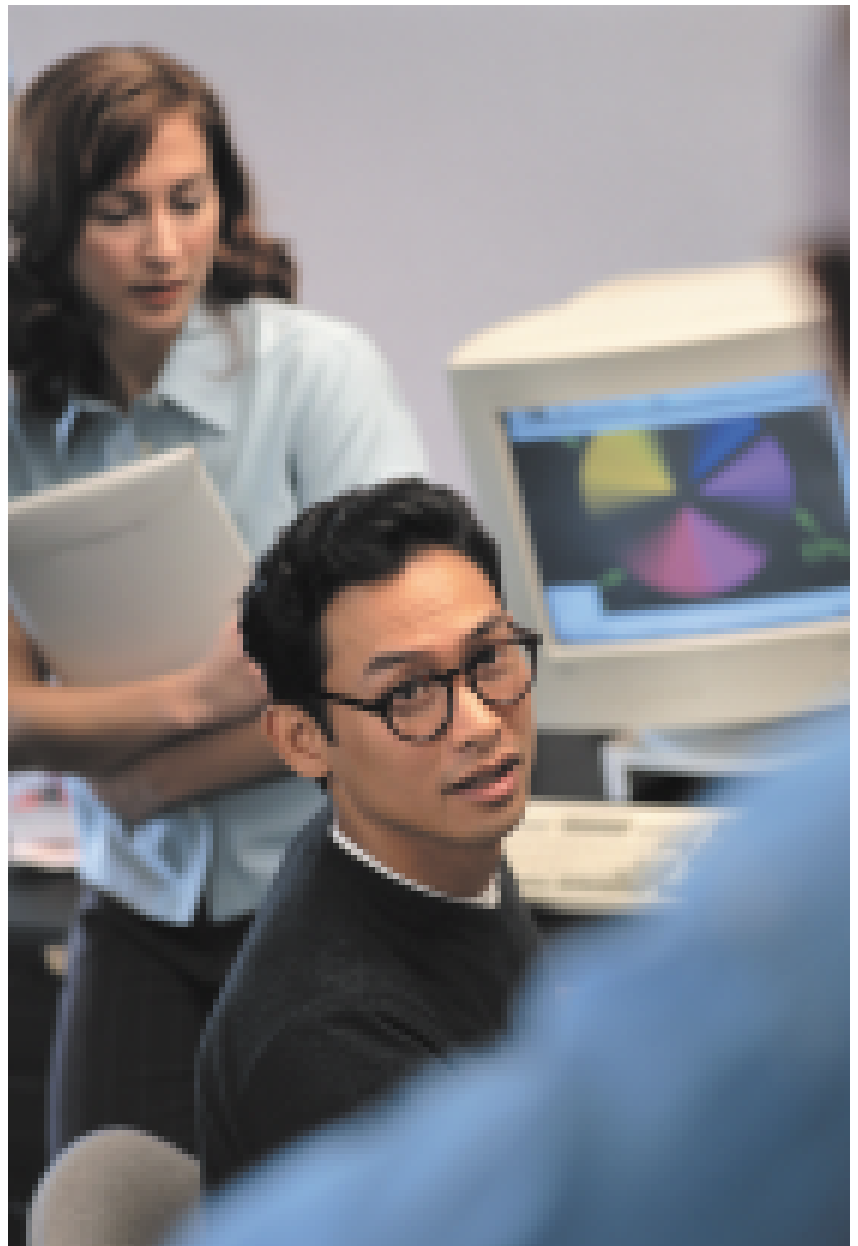
The quality and nature of communication between people can make the difference between winning or losing business.

For large companies, poor communication can be damaging, for smaller companies, it can be disastrous.

Why? There are many reasons, but fortunately, with The Human Factor alongside, there are also many solutions. Simply, through effective communication, you can improve efficiency, eradicate risk of error, enhance morale, build on customer relationships, and, importantly, improve the bottom-line.

That's exactly where our Effective Communications course can help. Tailored to your organisation's needs, the two/three day course equips delegates with the skills, knowledge and confidence to break down communication barriers.

Being an effective communicator, in business and elsewhere, builds personal confidence and self-esteem, which in turn is a commercial asset in its own right.



...ACHIEVES CLEAR UNDERSTANDING

More than words

What is effective business communication? It could be defined as the successful interaction between people, using both verbal and non-verbal communication and the written word, to convey, receive and interpret information that achieves the desired commercial objective, in harmony with positive business relationships.

Not everybody gets it right though, and when they don't, real harm can be done, or opportunities missed, or simply not seen.

That's why effective communication is frankly, an essential business tool.

It's also key to leadership, management, and the smooth operation of any organisation's core business.

In positions of leadership or responsibility, those people who express themselves and their ideas



and intentions clearly are those who win the respect of others and achieve the business goals in less time. And time is money!

However, while what you say and how you say it is important, the most significant component of communication between people is non-verbal. The Effective Communications course will enable your people to be adept at using and interpreting a wide range of verbal and non-verbal techniques in their dealings with others.

Here are some of the benefits of attending the course:

- Become a more effective communicator
- Learn and exploit the power of body language
- Understand the difference between hearing and listening
- Minimising communication errors in business
- Enhancing personal confidence

The course at a glance

- Communications for team leaders
- Effective briefing skills
- Non verbal communications
- Conveying and receiving information
- Questioning and Answering Techniques
- Listening skills
- Presentation skills