

# The Performance Group

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## Human Performance

**Welcome to Developing Your Communication Skills** - a practical workshop from **Human Performance** which has been written to substantially meet the knowledge and understanding requirements of the **National Occupational Standards (NOS)** for the **CfA** unit **SAS 1 - Communicate Effectively** which is from the **Self Administration Standards**. This workshop will also contribute to the **NOS** units "**Improve Your Business Skills**" and "**Manage Your Own Resources and Professional Development**" as well as the **NOS** unit "**Maintain and Develop Your Own Knowledge, Skills and Competence**".

### Target Audience

- The **Developing Your Communication Skills Workshop** is designed for anyone that wants - and needs - to make every communication opportunity and message more effective. No previous qualifications or experience are required to gain access to this workshop.

### Programme Overview

- The **Developing Your Communication Skills Workshop** is a highly participative and practical workshop that will enable all delegates to develop their skills to **National Occupational Standards** in communication to enhance the way in which they communicate in every area of their lives.
- Throughout the workshop individual review and reflection, practical exercises and group work are utilised to develop a clear understanding of the core elements of effective communication. All delegates receive a detailed workshop manual and a back to work action plan designed to encourage use of the new knowledge to assist in developing competence.

### Programme Aims

- This **Developing Your Communication Skills Workshop** aims to develop each delegates understanding of the core elements of effective communication which can then be applied in every communication situation that arises. Delegates will also learn techniques to overcome the fear of communicating.
- Failure to communicate effectively will result in confused messages and misinterpretation all of which will result in confusion, wasted effort and missed opportunity. Furthermore, poor communication skills also lead to a breakdown of communications that create barriers between people and teams and which will stand in the way of achieving goals – both personally and professionally.

### Programme Objectives

- Delegates will be introduced to the eight key stages of the communication process and will learn how to influence each stage to be more effective in their communications. They will also understand the three elements that make up communication and recognise the importance that each element has to a message.
- Delegates will learn how to influence communication with the use of body language and tone of voice and will participate in numerous practical activities that will help them utilise the skills following the workshop. Each delegate will also understand simple techniques to make each and every communication more memorable.

# The Performance Group

## Programme Objectives continued...

- Everybody gets nervous and stressed out when that have to communicate at important meetings and presentations. Delegates will learn how to reduce this fear of presenting a message by practicing simple techniques experienced during the workshop. Finally, every communication situation requires the very best questioning and listening skills to varying degrees and delegates will develop their range of questioning skills and learn simple techniques to make them more effective listeners.
- As an added bonus each delegate will receive the supplementary workshop handbook "**65 Tips to Improve Communication Skills**" which provides simple to follow checklists for some of the most common communication situations they will face and for which they can apply the skills developed on this workshop.

## Programme Structure

- The **Developing Your Communication Skills Workshop** is made up of 7 guided learning hours delivered across 1 x 7 hour sessions.

## Certification

- All delegates that attend and complete all workshop sessions will receive a **Human Performance Certificate of Attendance** and **Unit Summary** to add to their continual professional development record.

## Programme Content

- A detailed programme overview is provided at the end of this prospectus.

## Delivery Methods

- Tutor facilitation and input
- Group activity and discussion
- Case studies and role play

## Workshop Timings

- The workshop is delivered over one day and will commence promptly at 9:00am and will finish no later than 5.00pm. There will be a lunch break at 12.30pm and each session will last for 50 minutes followed by a 10 minute break.

## Workshop Numbers

- Maximum of 12 delegates

## Support Material

- All delegates will receive a comprehensive workshop manual with quality session summary sheets covering each element of the **Developing Your Communication Skills Workshop** to enable full utilisation of the workshop learning's back in the workplace. In addition, each delegate will receive the complimentary **65 Tips to Improve Communication Skills** handbook.
- As for all **Human Performance** workshops all delegates will be provided with **free** telephone support for as long as required following the workshop to assist them to manage performance back in the workplace as they put the knowledge into practice to develop competence.

# The Performance Group

## Programme Facilitator

- The **Developing Your Communication Skills Workshop** is facilitated by **James Turner**. James is an exciting, creative and innovative facilitator of experiential learning with over 20 years experience of successful senior management responsibility. James has numerous teaching and training qualifications and is a qualified advanced facilitator of experiential learning.

## Candidates with Special Learning Needs

- Prospective delegates with special learning needs (or clients with employees with special learning needs) are encouraged to contact **Human Performance** prior to enrolment on this workshop to discuss any additional help they may need to complete this workshop. **Human Performance** will endeavour to assist any delegate where it is practicable to do so.

## Equal Opportunities & Valuing Diversity

- **Human Performance** recognises and values the diversity of all delegates (and potential delegates) and will actively promote the richness that this diversity engenders. **Human Performance** takes the commitment to equality of opportunity seriously and bases its relationships with clients and delegates on mutual trust, respect and the appreciation of individual differences. This means that discrimination or harassment, whether directly or indirectly, on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief will be opposed.
- For avoidance of doubt, no delegate, (or prospective delegate), will be prevented from accessing a **Human Performance** facilitated learning programme - whether access to the programme is administered by a client or by **Human Performance** through its open courses - on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief.
- By commissioning or attending a **Human Performance** workshop, clients and/or delegates agree to abide by our **Equal Opportunities & Valuing Diversity Policy** which is available in full from our website: <http://www.humanperformance.co.uk> (Click on "**EDI Approved Centre**" and then click on "**Policies & Procedures**").

## Next Steps to Skills Development

All **Human Performance** workshops are designed to be stand alone skills development opportunities dealing with specific subject areas covered by **National Occupational Standards**. However, our workshops are also used by our clients to offer structured internal management development programmes, both to develop the current job skills of staff as well as develop key people for the organisations succession planning. The following workshops are natural progressions to the **Developing Your Communication Skills Workshop**:

- **Becoming More Assertive – A Strategy for Improvement**
- **Negotiation Skills – Influencing and Persuading Others**
- **Techniques for Effective Problem Solving**

For details about the above **Human Performance** workshops and any other developing skills workshops please visit our website at <http://www.humanperformance.co.uk> or alternatively please do not hesitate to contact us on **0845 880 2255**.

**A detailed workshop overview is provided on the next page...**

# The Performance Group

## *Detailed Overview for the Developing Your Communication Skills Workshop*

### **Module 1 – Introduction to Developing Your Communication Skills**

- **Introduction to Communication Skills**
- **Situations That Require Communication Skills**
- **The Key Stages of the Communication Process**
- **How to be an Effective Communicator**

### **Module 2 – The Three Elements of Communication**

- **Understanding the Content of Your Message**
- **Introduction to Body Language**
- **Five Reasons to Improve Your Body Language**
- **Body Language Exercises**
- **Tips & Techniques to Improve Body Language**
- **Non-verbal Behaviour Interpretation Checklist**
- **How to Use Your Voice to Communicate More Effectively**
- **Using Tone & Inflection in Communications**

### **Module 3 – Managing The Fear of Communication**

- **Conquering Fear**
- **Freeing Yourself from Fear**

### **Module 4 – Techniques for Effective Communications**

- **How to Make Your Communications Memorable**
- **Questioning Techniques to Improve Communication**
- **Closed Questions**
- **Active Open Questions**
- **Passive Open Questions**
- **Counter-productive Questioning**
- **Summary of Question Types Available**
- **Listening Skills to Improve Communication**
- **Listening Skills – Exercise 1**
- **Listening Skills – Exercise 2**
- **Reasons for Not Listening**
- **How to Improve Your Listening Skills**
- **Start to Improve Your Communication Skills Today!**

### **Handbook – 65 Tips to Improve Communication Skills**

- **Introduction to 65 Tips to Improve Communication Skills**
- **Three Tips to Improve Your Telephone Communications**
- **Four Tips to Help You Transform Your Fear**
- **Five Tips for Achieving a Win/Win Negotiation**
- **Six Tips to Successful Influencing**
- **Seven Tips for Effective Email Communications**
- **Eight Tips to Improve Written Communications**
- **Nine Tips to Assist in Persuasion**
- **Ten Tips to Better Presentations**
- **Eleven Tips to Manage Meetings Effectively**
- **Twelve Tips to Make a Great First Impression**

**Please note:** We are constantly evaluating and reviewing all our workshops to ensure that Human Performance continue to offer the very best learning opportunities for clients and delegates. As a result of these reviews we may amend workshop content to better assist delegates to achieve the workshop objectives and learning outcomes.

**All workshop prospectuses will be updated periodically to reflect any changes to our modules and session plans but Human Performance reserves the right to substitute any modules and sessions detailed above which it believes will improve upon the objectives of the workshop whilst ensuring that workshops stay closely mapped to the relevant National Occupational Standards.**