

# **The Modern Day Communicator – Communication Skills in the 21st Century**

## **Overview**

Course duration: 1 day.

This interactive one-day course will enable you to discuss, learn and practise tools, tips and techniques involved in providing effective communication both internally and externally.

Our customers and colleagues deserve communication that saves them time, is effective for their needs and uses the most effective method for getting your message across – right first time – and fit for purpose. That means excellent listening skills and using the wide variety of communication media available in today's modern environment.

## **Is it right for me?**

This course is suitable for those who are required to communicate regularly other than face-to-face, whether internally or externally. Ideally this will suit switchboard, reception, customer service helpdesks and administrative staff.

## **What will I learn?**

By the end of this course you will be able to:

- Use the telephone professionally and productively
- Identify implications and challenges of using modern day media
- Effective use of email to communicate messages
- Deal with complaints and challenging situations effectively
- Body language on the telephone
- 100% listening and asking the right questions
- Respond when under pressure and controlling emotions

## **Pre-course Activity**

You will be required to complete a pre-course questionnaire so that we can ensure the course focuses on your key issues and needs, and those of your manager.

## **What will it cover?**

### **Effective Communication**

- Creating the right impression – the telephone 'handshake'
- Effective and empathic listening
- What stops effective communication – barriers to listening
- Using the correct method for your customer/colleague
- Adapting your style for the method and message

### **Managing Behaviours**

- Identifying what gets in the way of effective communication
- Recognise behaviour styles – passive, aggressive and assertive

- Assessing and using your own level of assertiveness
- Contemporary use of body language on the telephone
- Adapting your voice and tone to achieve positive outcomes

#### Dealing with Challenging Situations

- Understanding how perceptions can alter a call
- Handling complaints positively
- Defusing challenging situations
- Staying positive – say ‘no’ assertively and confidently

#### Staying in Control

- Remaining calm, flexible and professional
- Managing your emotions under pressure
- Handling abusive calls and picking yourself up after a challenging call
- Leaving a positive impression of you and your organisation’s brand image

#### Personal Development

- Refining your communication manner – developing an appropriate and consistent style
- Creating a personal action plan