



Griffin Training

Solutions for a Modern Workforce

Tel: 01 406 3851

Fax: 01 890 1374

Email: info@griffin.ie

www.Griffin.ie

Communication Skills Training

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Basic Communication Skills

Is your communication like your driving? There are very few who will admit to being poor drivers. Most believe, contrary to the available evidence, that they are good drivers. In the same way many believe that they are good communicators simply because they speak English fluently. Communication, however, is not only about being able to speak a language. It is about bridging the gap between two psychologies (persons). To effectively communicate one needs to understand the basics of communications and to gain the skills necessary to utilize many forms of communication. This course is ideal for someone who has never attended a communication course. The basic theory and practice behind communication will be discuss and participants will gain the skills necessary to communicate effectively.

Objectives:

- To Gain a Basic Understanding of the Complexities of Communication
- To Gain an In-Depth Understanding of the Way One Communicates
- To Gain the Skills Necessary to Interpret Communication
- To Gain the Skills Necessary to Communicate Effectively

Content:

- Introduction to communication
- The basics of communication
- The code, sending and receive effectively
- Active listening skills
- Verbal communication
- What your words are saying
- Non-verbal communication
- What are you really saying
- Introspective analysis of your communicative style
- Techniques necessary for effective communication
- Bring it all together

Advance Communication Skills

Communicators rule the world. In today's society it is not what you know but how you say it. The job, contract, or tender does not necessarily go to the most skilled candidate but always to the candidate who appears to be the most competent. Without effective communication all the knowledge one has falls by the wayside because knowledge is only valuable when it can be translated into practical application. High impact communication is achieved when one communicates in such a manner as to create a desired response from a recipient. This course is designed to assist participants to gain the skills necessary to communicate effectively. It is the perfect course for those who have already attended a communication course or who are in an environment where high impact communication is essential. The course will focus on advanced communication techniques including Neuron Linguistic Programming (NLP).

Objectives:

- To Gain an In-Depth Understanding of the Complexities of Communication
- To Investigate Ones Own Communicative Style
- To Gain the Skills Necessary for High Impact Communication
- To Gain the Skills necessary to Adapt Ones Communicative Style

Content:

- Introduction to high impact communication
- The complexities of communication
- The structure of communication
- Encoding information
- Decoding information
- Identifying coding barriers
- Advanced verbal communication
- Advanced non-verbal communication
- Linear communication
- Circular communication
- Utilizing hot and cold mediums
- Neuron Linguistic Programming (NLP)
- Techniques to promote high impact communication

Business Communication Skills

Communication is a vital part of all our lives. Without communication the world would be a dark and lonely place. It is especially important in the workplace as companies communicate with their workforce, other business and clients. If staff communicate poorly, not only will the company suffer but so too will the staff. The aim of this course is to provide participants with the knowledge and skills necessary to communicate effectively within the modern corporate environment. On completion participants should have an understanding of the fundamental dynamics of communication, how communication is put into action in the modern business environment and how to achieve effective communication. The complexities of face-to-face communication and modern communication mediums, such as telephonic communication and electronic mail will be dealt with. At the core of the seminar is the basics of business mannerism (verbal and non-verbal) and how to use such mannerism to achieve positive responses. As with all our courses the content is practical and inter-active to ensure quantifiable results.

Objectives:

- To Understand the Fundamental Dynamics of Communication
- To Understand the Role of Communication in the Corporate Environment
- To Understand the Basics of Business Mannerism
- To gain the Skills Necessary to Communicate Effectively via Modern Communication Mediums and Face-to-face Interaction

Content:

- Introduction to dynamic communication
- The role of communication in the corporate environment
- Basics of business etiquette and mannerism
- Basics of face-to-face communication
- Modern telephonic mannerism
- Electronic mail as a form of communication
- High impact corporate communication

Business Writing Skills

A corporate image relies on the image presented by all of the employees which an organisation employs. An employee who is unable to communicate professionally and effectively through written communication mediums will negatively impact the corporate image. This course is designed to assist all levels of employees to communicate professionally through written communication mediums. On completion of this course participants will be able to communicate in a professional manner using such mediums as business letters, notes, emails and memos.

Objective:

- To understand the role and importance correct business writing
- To develop the skills necessary to utilise all forms of written medium professionally
- To understand when and how to use formal business writing styles

Content:

- The Modern World of Written Communication
- The Importance of Writing in a Professional Way
- The Structure of Professional Writing
- The Style of Professional Writing
- The Words We Use and What they Really Say
- Choosing Words Carefully
- Addressing Styles
- Basic Professional Grammar
- Professional and Corporate Communication

Inter-cultural Communication

The modern workforce is made up of people from different backgrounds and cultures. As the world moves ever closer to becoming a global village, workplaces are becoming more and more diverse. These diverse cultures have a profound impact on the manner in which workforces communicate. This course is designed to assist participants to understand the impact culture has on communication and to give participants the skills necessary to communicate effectively in a diverse/multi-cultural workplace.

Objectives:

- To gain an understanding of the impact culture has on communication
- To gain an in-depth understanding of ones own culture and its impact
- To gain the skills necessary to communicate effectively across cultural barriers

Content:

- Introduction to Culture
- Culture as a Basic Human Phenomenon
- The Origins of Culture
- The Influence Culture has on Communication
- Cultural Concepts
- Linear Cultures
- Circular Cultures
- Bridging the Cultural Divide
- Strategies and Techniques for Inter-cultural Communication

Communication Skills for Customer Care

The core of good customer service/care is found in good interpersonal communications skills. This course focuses on developing participant's communications skills with a view to better their ability to provide effective customer service/care. The course is very practical and on completion participants should understand the basics of communication, the barriers to good communication, how to positively influence clients and how to handle difficult/irate customers in a friendly and positive manner.

Objectives:

- To understand the basics of communication
- To gain the skills necessary for effective communication
- To overcome barriers to effective communication
- To positively influence clients
- To deal with difficult/irate customers effectively

Content:

- Basics of Communication
- Beyond Verbal Communication
- Advanced Skills in Communication
- How to Over Come Barriers to Effective Communication
- The Keys to Positive Influence
- The Irate Customer and Effective Communication

Telephonic Communication Skills

The telephone is one of the most common forms of interaction between an organisation and its customers. It is therefore vital that an organisation has staff with the skills necessary to deal with queries over the phone. Customers want to know that their concerns are being addressed and that they are valued. The purpose of this course is to equip telephonic support staff with the skills necessary for effective customer service, to handle queries and complaints effectively and to ensure that customers feel valued.

Objectives:

- To understand effective telephonic customer service
- To understand the complications of dealing with telephonic communication
- To effectively support clients' needs and expectations
- To effectively handle complaints and irate customers

Content:

- The Power and Purpose of Customer Care
- Understanding the Customer
- Customer Needs and Expectations
- The Keys to Effective Communication
- Over Coming Barriers to Effective Communication
- Professional Telephonic Mannerism
- Creating Positive Impressions
- Dealing With Complaints and Irate Customers Over the Phone

E-Mail Etiquette

In the modern business environment a company's means of communicating is constantly changing. Organisations need to ensure that they communicate effectively using all forms of communication open to them. The key to good communication is found in understanding how one communicates and how others interpret this. E-mail is becoming one of the most widely used tools of communication. The impact of electronic mail communication is both positive and negative and therefore, in order to gain the greatest value from electronic mail communication, one needs to understand the positive and negative impact e-mail has.

The aim of this course is to assist participants to understand the positive and negative impact of communicating through e-mail and to promote the positive impact while minimising the negative effects of electronic communication. Participants will learn when to use formal, informal or casual language in e-mail as well as understand the complexity of this passive form of communication.

Objectives:

- To understand the positive impact of electronic mail
- To understand and minimise the negative impact of electronic mail
- To develop an awareness of the complexities of passive communication
- To be aware of grammatical misinterpretations
- To know when to use formal, informal or casual language

Content:

- The Basics of Good Communication
- E-mail as a Modern Form of Communication
- Advantages to Electronic Mail
- Disadvantages of Using Electronic Mail
- The Four People Involved in Any Electronic Mail
- Grammar and its Interpretive Consequences
- How and When to Use Formal, Informal and Casual Language

Presentation Skills

Presentation skills are a valuable asset to any employee and their company. Effective leadership and communication all depend on sufficient presentation skills. Successful presentations incorporate adequate preparation, competence in public speaking, visual presentation skills, the ability to relate to ones audience and to overcome nervousness. These skills can be extended to customer service, corporate communication, sales and leadership. This course is designed to assist a company's employees represent themselves and their organisation.

Objectives:

- To gain the skills necessary for preparation of effective presentations
- To develop public speaking skills
- To improve confidence
- To develop personal presentation skills

Contents:

- Presentation: The Key to Selling Yourself, Your Product and Your Company
- Preparing a Presentation
- Finding your "Telos"
- Getting Up
- Starting Strong: The Key to Good Introductions
- Staying Strong: Maintaining Audience Attention
- Finishing Strong: High Impact Conclusions
- Practical Presentation Skills:
 - Voice Techniques
 - Dress and Attire
 - Body Language and Hand Signals
 - Interaction with the audience
- Techniques to Overcome Nervousness
- Portraying Confidence
- Avoiding Bad Presentation Habits
- Using Visual Aids
- Practical Tips to Improve Presentations
- Leading and Facilitating Discussions
- When Things Go Wrong