

Verbal Communication

Our ability to talk to other people, either in person or over the phone, is something we tend to take for granted. However, there is a real skill in making these conversations as productive as possible. Whether the end result is improving our understanding of the other person or delivering complex messages with ease, this is about communicating with impact.

Description

This topic is designed to provide you with the most effective techniques for verbal communication, showing you how to plan and structure individual conversations to get the most out of them.

This means considering points such as crafting a compelling message, building rapport and how even the inflection of your voice can affect the outcome of a conversation. You'll be shown how to adapt your communication style as a situation dictates, alongside the value of active listening and effective questioning.

What does it involve?

The bulk of this topic is delivered in a 3.5 hour workshop, featuring a mix of group and individual exercises. Having been introduced to several tools and frameworks for effective verbal communications, you'll have the chance to practise applying these in some real-life scenarios.

After the workshop, you'll have the opportunity to work with a colleague to review one of your own customer conversations.

What's the outcome?

You will become a more purposeful communicator, able to plan and structure conversations to get your message across with clarity and enthusiasm. Your verbal communication style will become more flexible, adapting to the diverse needs of the different customer groups you're likely to encounter.

Learning activities



Online
resources




Workshop



Discussion

Delivery method:

F2F 

VLE 

Estimated learning time:

3 hours 30 minutes

How to book

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