Smart Communication

Improved communication at all levels helps create a more effective organisation
Smart Communication

The focus of this theme is to explore ways of broadening communication skills and improve the effectiveness of communication. At the end of the session participants will be able to:

- Identify and analyse the range, type and effectiveness of communications already in use in the organisation
- Practise effective listening skills and the contexts in which they might be used to support or challenge colleagues.
- Understand common barriers to effective communication
- Develop an enhanced understanding of verbal and non-verbal communication
- Understand their own impact on others
- Use questions effectively to confirm and clarify expectations
- Consider potential solutions for improvement

The single biggest problem with communication is the illusion it has taken place

George Bernard Shaw

Contact Us

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