

Course Title: Effective Communication Skills including Report Writing

Aim

To ensure that all delegates use effective communication skills, to achieve positive working partnerships and to maximise outcomes. As well as being able to complete reports confidently where necessary.

Who should attend?

This course is beneficial to all staff working within health and social care and other sectors

How long does the course last?

This course is delivered over 6 hours including a lunch break and two short refreshment breaks.

Course Content

- What is communication?
- The benefits of effective communication to the organisation and employees
- The effects of poor communication
- The different methods of communication and choosing the right one
- Barriers to effective communication and how to overcome them
- Non-verbal communication
- Active listening
- Effective questioning
- Report writing
- Written communication types and importance

By the end of the course, learners will:

- Understand how effective communication skills, benefits personal and team objectives
- Improve knowledge of the essential principles of communication
- Know how to respond more effectively to potential communication barriers within the team and workplace environment
- Understand the effect of non-verbal communication and active listening
- Use questioning techniques to gain the information required
- Be able to complete appropriate reports
- Have confidence to complete forms correctly