

Effective Communications

Your essential guide to effective communications



You know what they say – 'the brain is a wonderful organ; it starts as soon as you are born and does not stop until you get up to speak in public!'

This course provides you with the essentials on how to present to meetings and training sessions. You will improve the way you speak and present to groups and learn how to deliver information more effectively - to make a lasting impact!

Why would you use this in your workplace?

Improving your skills in these activities would I am sure be useful to you – whether in an informal meeting or in a more formal presentation. For example, you may have to present some information to a meeting then follow up with interactions, brainstorming, feeding back and summarising etc.

What's in it?

There are two units – each comprising 10 essential elements. They are delivered via a short video lesson (approximately three minutes) and accompanied by a pdf document with the explanatory notes.

The course contains an implementation summary, with suggested advice and activities on how to implement the techniques and ideas in your role. Also, you can get in touch to inquire about organising group or individual training sessions, either online or face to face!

So, how do you actually study the course?

Each unit takes around one to two hours to complete (if done end-to-end) but you can access the elements in any order so they can be fitted in around a busy schedule. Ideally, you would utilise the materials when you have a real meeting or training 'situation' ahead of you, and then you can put some of the techniques into practice.

Developing communication skills can make a huge difference to the effectiveness of your team or department - and those who will at some point in their career be running these sessions. These top tips and techniques can be adapted to help you improve your performance and get the best results from those lucky enough to be in front of you!

Course Outline

Unit 1

1	Build Confidence	The key aspect of speaking, presenting or training – the 3 ‘C’s – if you inspire belief in yourself, you will do the same in your audience and you will counter those nerves!
2	Train or facilitate?	Whats the best? Tell them? Let them discover it for themselves? This section will allow you to work out the appropriate method.
3	Identify the ‘Meat’	You need to identify what the session is all about! Don’t waste precious time and resources - maximise their (short) attention spans.
4	Use Your Voice	It’s the crucial tool, maybe the only tool you have but its sorely neglected in training and indeed in all business and social intercourse!
5	Opening Presentation-Visualization	How to start? At the beginning? Maybe not so quick – start at the end then? The use of visualisation is a great tool to remember what comes next.
6	Getting Buy-in	This is key... without buy in its going to be dull, dull and duller even for a receptive friendly bunch.
7	Stories and Details	It’s the secret sauce to liven up many a potentially enervating session or meeting. Everybody loves a story, its not just for bedtime!
8	Running the Session	So how to run it? Yes, boring but essential – and people need to know this – yes really!
9	Connect!	Put the pzzaz into the session or meeting with some connection points – it will make it memorable and maybe stop the zzzzz from the back.
10	Endings	Yes – every good session or meeting must end at some time (please make it quick - I need a coffee) so a good end will mean you can live to fight another day.

Unit 2

1	Don't under sell yourself	There are plenty of people who will judge you badly – especially if you give them the chance and sell yourself cheap. Learn the rules for the correct mind set.
2	Ask the right questions	No point in asking questions if they can't give you the answers. Right? (rhetorical question!) There is an order for this that makes sense.
3	Putting groups to work	Yes, the group is the powerful thing – provides motivation and reinforces the cultural message etc but they also take time.
4	Using 'Post Its'	Cheap and plentiful and very useful in a session for meetings and break outs – go for it! Where did I put them, and the pens?
5	Invite interaction	'Oh no! I am going to be asked to actually do something here'. Is that what people will think? So take care with this aspect.
6	Hand outs	Biggest mistake you can make with your precious material is – guess what? Handing it out! Don't waste it!
7	Body Language – mirroring	Our friends in the social psychology department state that we are only really convinced by this, rather what you actually say – yes, it's important!
8	Handling difficult people	Unfortunately, there may be a few awkward characters in your meeting, but they really are softies at heart! But they might be having a bad day at your expense.
9	Structure and summaries	Keeping a structure in place when everything is going pear shaped is the key to getting through it and making a success of your session.
10	Evaluation	People have usually heard of Kirkpatrick's four levels of evaluation. But no one does them! How do you know what has gone down after your session?