

METHODS OF EFFECTIVE COMMUNICATION

<p>Main Aim and Key Benefits:</p>	<p>Clear and effective communication is key in any organisation. This module aims to help delegates to understand the communication process to improve their own communication skills when back in the workplace</p>
<p>Course Content</p>	<ul style="list-style-type: none"> • Importance of effective communication • Effects of Poor communication • Communication process • Methods of communication • Barriers to communication • Benefits of effective communication • Measuring effectiveness • Personal Action Plan
<p>Training Methods:</p>	<ul style="list-style-type: none"> • Presentations • Syndicate exercises • Group discussions • Role plays
<p>Who will benefit from attending:</p>	<p>Assistant Bursars, Lodge Porters, Managers, Supervisors</p>
<p>Duration:</p>	<p>1 day</p>
<p>Certification:</p>	<p>By OBT and Progressive Training</p>
<p>Training Provider:</p>	<p>Progressive Training</p>
<p>Links with key Hospitality Assured standards</p>	