



OBT

OBT Course Outline

11. EFFECTIVE COMMUNICATION SKILLS

<i>Main Aims and Key Benefits:</i>	Clear and effective communication is key in any organisation. This module aims to help participants to understand the communication process and improve their own communication skills when back in the workplace
<i>Course Content:</i>	<ul style="list-style-type: none">▪ Benefits of effective communication▪ Effects of poor communication▪ Communication process▪ Methods of communication▪ Barriers to communication and overcoming them▪ Evaluating effectiveness▪ Personal Action Plans
<i>Training Methods:</i>	<ul style="list-style-type: none">▪ Presentations▪ Syndicate exercises▪ Group discussions▪ Role plays
<i>Who will benefit:</i>	Assistant Bursars, Lodge Porters, Managers, Supervisors
<i>Duration:</i>	1 day
<i>Certification:</i>	OBT and Progressive Training
<i>Training Provider:</i>	Progressive Training