

# Biz Training Solutions

## Communication Skills

### Summary

We all communicate every day, but do we get our messages across clearly? Do you know that words only make 7% of the overall message being conveyed? Pitch, tone and body language are just a few of the factors you need to consider in addition to the words spoken.

Personalities are another factor to consider when communicating. This course explores factors which can lead to frustration when communicating with others. You will have a greater understanding of how to adapt your communications to get the best results when working with colleagues.

### Lessons:

Lesson 1: Different forms of communication

Lesson 2: The importance of effective communication

Lesson 3: Know how to actively listen

Lesson 4: Monitoring communication skills

### Continuing professional development (CPD):

All of our courses are certified by the CPD certification service

### We offer formal accreditation:

Open College Network West Midlands is a national award winning organisation, regulated by Ofqual and the Quality Assurance Agency for Higher Education (QAA). Additional costs will apply.



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