



OBT

OBT Course Outline

EFFECTIVE COMMUNICATION

Main Aims and Key Benefits:	Clear and effective communication is key for everyone in any organisation. This module aims to help participants reflect on how effective their own communication is back at work and consider methods/tips to improve.
Course Content:	<ul style="list-style-type: none">▪ Benefits of effective communication▪ Effects of poor communication▪ Communication process▪ Methods of communication – verbal, non-verbal and written▪ Choosing the appropriate communication method▪ Barriers to communication and overcoming them
Training Methods:	<ul style="list-style-type: none">▪ Syndicate exercises/group discussions▪ Demonstrations▪ Written exercises▪ Verbal exercises
Who will benefit:	Everyone
Duration:	1 day
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training