

Consultancy Skills - Communication (EN)

Group English

Training code	CGACS-C1CE
Spoken Language	English
Language Materials	English
Dayparts	5
Price	€1.900,00 excl. VAT No extra costs.

What is Consultancy Skills - Communication

As a professional, you must adeptly interact with individuals both within and outside your organization, who may vary significantly in character, socio-cultural background, and subject matter expertise. Effective communication with colleagues, managers (hierarchical inequality), and employees from diverse departments and organizational levels is essential for various purposes: gathering information, sharing knowledge and insights, and providing advice. Achieving and maintaining constructive communication requires a range of insights and techniques.

During the 'Consultancy Skills - Communication training' communication techniques are explored and practiced, building on the 'Empathic Listening' training. A key focus throughout the training is understanding your own communication style and learning how to adapt it to others. Upon completion, the professionals will be familiar with the most prevalent theories of communication and will be able to optimize their own communication style based on these theories. The ultimate goal is to interact effectively with others to facilitate collaboration while considering your own communication style.

Who should attend Consultancy Skills - Communication

For every professional who wants to get the best out of themselves and others every day, such as:

- Consultants: Professionals who provide expert advice and need to communicate effectively with clients and teams.
- Managers: Leaders who must convey information clearly and motivate their teams.
- Project Managers: Individuals responsible for coordinating projects and ensuring clear communication among stakeholders.
- HR Professionals: Those who manage employee relations and need to communicate policies and procedures effectively.
- Sales Professionals: Individuals who need to persuade and negotiate with clients and customers.
- Customer Service Representatives: Professionals who handle customer inquiries and need to communicate solutions effectively.



- Team Leaders: Individuals who lead teams and need to ensure clear and effective communication within the team.
- Trainers and Educators: Those who teach and need to convey information clearly and engagingly.
- IT Professionals: Individuals who need to explain technical information to non-technical stakeholders.
- Healthcare Professionals: Those who need to communicate with patients and colleagues effectively.

Prerequisites

Participants should have completed the 'Empathic Listening' training or have equivalent experience. Basic understanding of communication principles is recommended.

Objectives

At the end of the training, you will be able to:

- Understand and apply the most common theories of communication.
- Optimize your communication style based on these theories.
- Tailor your communication style to different audiences and contexts.
- Engage in constructive communication to facilitate collaboration.
- Gather information, share knowledge, and provide advice effectively.
- Enhance your professional relationships through improved communication skills.

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