



TRAINING SESSIONS

PURSUIT
PEOPLE SOLUTIONS

LUNCH & LEARN

Effective Communication

COURSE OBJECTIVE

For participants to develop more self-awareness and flexibility when interacting with people who have different Communication Styles.

COURSE CONTENT

- Effective Communication and self-awareness.
- Communication Style profile questionnaire.
- Understanding the 4 Communication Styles.
- Adapting to the different styles - Customised case studies.
- Increasing your communication effectiveness.
- Wrap up and Evaluation Sheets.

WHO SHOULD ATTEND? *Anyone who would like to:*

- Be more flexible in the way they communicate.
- Have an enhanced understanding of what motivates different people to action.
- Be able to interact with their colleagues and customers more productively.

COURSE RATIONALE

This session will give participants a self-awareness of their preferred Communication Style and an understanding of other people's Communication Style. The participants will learn how to modify their style to communicate more effectively with people by phone, face to face and by email.

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