

Rightrack ... a little bit of magic

Communication Skills
a bespoke programme



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Introduction

This is a bespoke programme that provides a solid foundation of knowledge in communication skills so that participants have the confidence to communicate effectively at all levels.

Approach

A bespoke training programme is researched, designed and delivered specifically for your needs.

We have a highly developed, sophisticated yet flexible approach for creating bespoke training solutions, which typically includes:

- **Step 1: Research & Familiarisation**
Our training specialists work with you to research the key areas that will impact the programme design and agree project objectives
- **Step 2: Confirmation of Project Activity**
Key areas of the project are confirmed in writing including all project steps, milestones, programme structure, supporting activity, timings and evaluation measures
- **Step 3: Preparation of Learning Content**
Our project team prepare the programme in-line with the above steps. The content is highly specific to your organisation and the initiatives that are key to the success of your business
- **Step 4: Implementation of Training Programme**
The programme is implemented in-line with the agreed rollout plan
- **Step 5: Project Evaluation**
The project is evaluated throughout its implementation against key measures decided upon during Step 1



Case Study

Below is an example of a programme we have designed for a client:

Communication Models

- Application of models
- Feedback process
- Evaluating communication effectiveness
- Selecting communication channels
- Inter-personal versus intra-personal communication

Non-Verbal Skills and Techniques

- The power of body language
- Initial impressions
- Personal impact

Questioning Skills

- Funnelling technique
- Selecting the right type of question to meet the desired outcome
- Using questions to clarify understanding

Written Communication

- Identifying and avoiding the common pitfalls
- Writing with clarity, conciseness and courtesy
- Structuring effective and efficient reports
- E-mail etiquette
- Writing proposals to win business

Verbal Skills and Techniques

- The impact of words & tonality
- Telephone communication
- Influencing skills
- Push and Pull techniques

Listening Skills

- Empathic listening
- Reflective responses
- Creating an active listening environment

Behaviour and Communication

- Assertive, aggressive and passive communication styles and the impact of each
- Values and beliefs linked to behaviour
- Positive communication using transactional analysis



Programme Options

This is an in-company programme with the following options:

Available Packages:	Bespoke - We research, design and deliver the programme specifically for your needs
Duration:	Bespoke
Materials:	Folder, workbook, handouts, pen and certificate of attendance
Support:	Research - Pre-programme research visit or telephone discussion Administration - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available Evaluation - Post-programme evaluation and a consultant's report providing feedback on the programme Righttrack Membership - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme
Dates & Location:	To suit you
Delegates:	Bespoke
Style:	Righttrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
Learning Methods:	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

