

Essential Workplace Skills Training

Communication Skills



Precision Academy



Overview

The workplace communication skills workshop is a central module in our suite of youth development programmes. This workshop provides participants with the tools required to develop effective communication

strategies in a variety of social and business settings. The programme presents communication as a life-skill. Participants explore the relevance of self-confidence, self-respect, assertiveness and responsibility in the context of personal and professional development.



Learning Outcomes

After attending this workshop, participants will be able to:

- ✓ Demonstrate effective 1-2-1 and group communication
- ✓ Demonstrate appropriate assertive behaviour.
- ✓ Demonstrate 'Active Listening'
- ✓ Demonstrate how to 'Meet, Greet and Sell Yourself'
- ✓ Describe the steps involved in customer service excellence
- ✓ Discuss channels of communication
- ✓ Describe the basic rules of workplace etiquette

Course Syllabus

- ✓ Communication definition
- ✓ Communication model
- ✓ Workplace etiquette
- ✓ Jargon
- ✓ Assertiveness

- ✓ Active Listening
- ✓ Selling Skills
- ✓ Customer Service Excellence

- ✓ Channels of communication
- ✓ Questioning skills
- ✓ Interviews and meetings

Target Learner Profile

Transition year, senior cycle students and LCVP Students

Methods

This is a highly interactive workshop making good use of audio-visual presentations, group exercises and role-play scenarios. The programme is backed up with online learning resources.

Assessment and Certification

Participants are assessed on their ability to meet the requirements set down in the learning outcomes. Participants are issued with a certificate of completion.

Special Requirements

Please inform us of any special needs or other requirements where differentiated learning may be required.

Cost € 650

Duration

1 Day

Booking Information

Early booking is advised. Payment and attendance confirmation is required at least 1 week prior to the event.

[For online booking click HERE](#)

Workshops are hosted on the school premises.

Contact

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Fergus Foran founded Precision Academy in 2002. Fergus is an honours graduate of the National College of Ireland, The College of Commerce Rathmines and NUI Maynooth. He holds a degree in Training and Development and post-graduate qualifications in EHS and Quality Assurance Management.

Fergus works with some of the world's biggest multinationals as a capability and learning specialist including: MSD Ireland, 3M, Sanofi Ireland and Wincor Nixdorf.

Grace Mulligan has worked with Precision Academy as a trainer since 2008. Prior to that, Grace headed up and was responsible for, the training of the customer service team within a private medical facility.

Grace is a specialist public speaking coach; she is a graduate of NUI Maynooth and holds a teaching diploma from the London Academy of Music and dramatic Arts.