

Effective Communications.



Critical success factor for life

The majority of your perceived ability comes from how you communicate.

70% How you communicate it.

30% What you know.



Effective Communication

- It is a myth that good communicators are born with immense skill and the 'gift of the gab'.
- All of us can learn the secrets used by experts to become both competent and confident when speaking to others , writing effective reports or making face to face presentations.

This course has been designed to give you a few simple tips and techniques to establish professionalism and credibility when communicating with others.

VARK Learning Styles

- Preferences NOT Strengths
- Individuals are Multimodal but they have preferences
- Try to get your message to contain as many modes as possible

*“Great speakers aren’t born,
they are trained.”*



Presenting is a Skill...

**...developed through training and
experience.**



Writing Effective Reports



Report Format

1. Title
2. Introduction
3. Discussion
4. Conclusions
5. Recommendations
6. Appendices

The Message

- The most important aspect of writing is genuine communication.
- However, the way you write may interfere with meaning:
 - You may be misunderstood.
 - You may amuse or annoy others with your errors.

ALL PUMPS

~~IS~~
ARE

PRE. PAY.

F

You have been asked to write a business report outlining your thoughts on how the organisation should react to forthcoming legislation.....


- What do you need to do?
- How do you start?
- How do you plan your report?

How to Plan a Report:

Cross out any ideas that you know are not relevant

Draw up a list or a mind map

Make sure that you have enough ideas for a balanced answer



Planning what to include in a report

Write down as many relevant issues that you can think of

Number your ideas in order to prioritise them

Consider the importance of listening skills.

Do you know what the four main types of listening are and how they affect how well you communicate with others?

