



STANDARDS
INTERNATIONAL®

EFFECTIVE COMMUNICATION SKILLS

**Unlock the Power of Communication for Professionals
within your business.**

Introduction

**When you communicate better,
you do better!**

Effective communication forms the basis of successful relationships but requires more than just speaking or listening well.

To communicate effectively, you must be able to adapt in response to particular people and situations, and this requires a willingness to develop your self-awareness and people skills over time.

This one-day workshop will equip you with the skills to communicate effectively with confidence and improve your workplace relationships through an increased understanding of yourself and others.

Learning outcomes

By the end of this workshop, you will be able to:

- Understand what communication is and why it is important within the financial planning arena.
- Identify your existing communication style and ways it can be improved.
- Develop and refine your ability to listen effectively and assimilate information.
- Adopt a range of questioning techniques to fully understand clients' potential needs.
- Identify a minimum of one takeaway that you will use to enhance your communication skills.



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Topics covered:

Module 1: Why communication is important

Module 2: Existing Communication style

Module 3: Listening Skills

Module 4: Asking good questions

Module 5: Communication cues

Module 6: Reflections

Core competencies taught

- Approachability
- Listening & Understanding
- Interpersonal Savvy
- Understanding Others
- Empathy

Workshop length

1 day

APPLY NOW



Online workshop

Business bespoke

Who should attend?

Anyone in the financial services or professional industry seeking to boost their communication proficiency, whether as an individual or as part of a team.

What to expect?

- Engagement and discussions
- CPD certificate (e-certificate)
- Capped class sizes
- Workbook and action plan
- Knowledgeable trainer