

Milestones to Success – Communication Skills course

Listed below are some of the skills and techniques which will form an important part in your success on the **Axio Development** communication skills training course. They are organised into 5 categories – we refer to them as the milestones to success. So that you can identify the benefits you want to gain and to measure your progress tick the circles alongside the areas that you identify as being particularly relevant to you, then prioritise the 5 main areas in order of importance: 1 being the highest, 5 the lowest. Bring this page with you to the course.

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Methods of communication

- Understanding the process of communication
- Recognising the communication challenges
- Having clarity of the process of communication
- Understanding how attitudes communicate

Communication styles

- Knowing your own communication style
- Adapting to other peoples' styles
- Understanding and using non-verbal communication
- Always communicating your message in an effective manner

Communication skills and techniques

- Effective use of words, tone and body language
- Professional listening skills
- Questioning skills to maintain control
- Communicating with differing people

Creating a positive impression

- Understanding people fully
- Communication with influence
- Using positive words and phrases
- Effective written communication

Planning for improved communication

- Choosing the right communication method (email, text, face-to-face etc)
- Learning from our mistakes
- Avoiding misunderstanding and misinterpretation

www.axiodevelopment.co.uk
info@axiodevelopment.co.uk
 0161 764 1421

What will progress in these areas allow you to achieve?