

EFFECTIVE COMMUNICATION

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WHAT IS EFFECTIVE COMMUNICATION

- APPROPRIATE LANGUAGE
- CONFIDENT DELIVERY
- COMPETENT FORMAT
- CULTURALLY IN TUNE

HOW CAN EFFECTIVENESS BE ASSESSED

- GENERIC APPRAISAL
- SPECIFIC SITUATIONS
- KEY REQUIREMENTS
- INTERPERSONAL DYNAMICS

HOW CAN LEARNING BE SUPPORTED

- LANGUAGE SKILLS
- COMMUNICATION STYLES
- SCENARIOS, SETTINGS AND SITUATIONS
- SPECIFIC ASSESSMENT

SUPPORTING AND PROMOTING SKILLS

- ORGANISATIONAL REQUIREMENTS
- SETTING OPPORTUNITIES AND CONSTRAINTS
- CUSTOMER SPECIFIC NEEDS
- INDIVIDUAL DEVELOPMENT