



professional
development

Communication Skills

Live Online Training (1 Day)

Practical Communication Skills

Available for Individuals & Teams



live virtual



for individuals



for teams



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Why are strong communication skills important?



Increased Efficiency & Higher Productivity

When you can communicate well, things get done faster, and with fewer mistakes.

Knowing how to state your own message clearly, listen actively to others, and ask the right questions helps everyone to get to the point more efficiently.



Improved Working Relationships

Good communication benefits you and everyone you interact with at work, including your fellow team members, clients, and all other stakeholders.

When you communicate clearly & professionally, you avoid misunderstandings and ensure that important information is understood.



Lower Stress & Better Team Morale

When things are running more smoothly and you are working in harmony with your fellow team members, your overall wellbeing at work improves.

Knowing how to communicate efficiently and effectively removes a lot of unnecessary stress from your workday.

About This Course

No matter what kind of work you do, your role will always benefit from improved communication skills.

This 1-day Communication Skills Course is an interactive workshop designed to strengthen and develop your communication capabilities.

Training Objectives

During this course, you will learn best-practice communication skills for:

- ✓ getting your message across clearly
- ✓ actively listening to others
- ✓ handling difficult situations
- ✓ being assertive when necessary

The skills and knowledge you will gain through attending this course can be applied to almost every situation.





If you think you may benefit from this course, but would like more guidance, we can help.

Get in touch with our experienced training consultants by phone or email.

Call us at Freephone 1800 910 810 or use the button below to ask a question online. We will respond quickly with the information you need.

[Ask a Question](#)

Who Attends?

There are not many courses we can say this about, but we recommend this course for everyone.

Good communication is important for every role in business. It is particularly important for:

- business owners
- customer care representatives
- HR professionals
- managers, team leaders, supervisors
- those who train others
- executive P.A.s
- receptionists
- anyone who interacts with clients

4 Key Benefits

There are so many benefits to be gained from completing our 1-day Communication Skills Course. Here are our top 4:

✔ **Strong Communication Skills**

This practical workshop is designed to provide you with a comprehensive communication toolkit by covering the principles of effective communication.

✔ **Assertiveness and Ability to Handle Difficult Conversations**

We look at ways to be assertive without crossing the line to aggressiveness.

We also address how to handle challenging conversations effectively.

✔ **Versatility**

The flexible communication skills you will gain from completing this course are relevant to any working environment or situation.

✔ **Advice & Feedback from Experts**

This course is delivered by our experienced, professional trainers who are communications experts.

Our interactive live virtual classroom environment enables them to share advice and feedback as you learn.



Ready to Go?

Ask About Dates

Ask A Quick Question

Delivery Style

| Practical & Interactive

This course has a workshop feel, with an abundance of practical exercises and discussions throughout.

This approach is key for building confidence in how you communicate with others.

| Live Virtual Classroom

Virtual training means you can connect to an in-person, classroom training experience from wherever you are.

You'll join live sessions online led by our experienced communications trainers.

You can read more about joining live virtual training on the following page.



About Virtual Training

Virtual training enables you to connect to live, trainer-led sessions from wherever you are.

It's easy to connect and you'll gain the benefits of a classroom style of training while enjoying the convenience of learning at home.

Our virtual training dates are available for anyone to attend.

How Virtual Training Works

Once you confirm your place on one of our upcoming virtual training dates, we'll send you the information and link you need to join the training.

To connect with our live training, you'll need a steady internet connection and a device with a web-camera, speakers, & microphone. Most home internet connections work perfectly for virtual training. These days, almost all smartphones, computers, and tablets have built-in web cameras, speakers, and microphones.

Our training consultants will advise you on how to get connected. It's an easy, user-friendly process.



Why Virtual?

- ✔ **Learn from Home** - This is an ideal solution for anyone who works from home. You can connect with real-time training sessions from wherever you're currently based.
- ✔ **Delivered by Experts** - By choosing our live virtual training, you'll learn from subject matter experts. You'll also benefit from the ability to ask questions and gain advice from our trainers.
- ✔ **Group Training** - This style of training enables you to interact virtually with your fellow trainees. Via our online platform, you'll be able to take part in group discussions and exercises without leaving home.
- ✔ **Focused Learning Environment** - One of the key advantages of an in-person classroom style training is the focused learning environment. Live, trainer-led virtual training also provides this high-impact format.

[Ask a Question](#)

Course Content

1 Communication Styles

- Understanding different communication styles
- Identify your communication style
- Evaluate your strengths and areas for improvement

2 Key Communication Skills

- Clarity: Getting Your Message Across
- How to ask questions that get the right answers
- The importance of listening skills

3 Assertiveness

- Understanding the difference between being assertive and aggressive

4 Dealing with Conflict

- Effective ways to handle difficult conversations

5 Influencing Skills

- What is influencing?
- When should it be used?
- The art of persuasion



Ready to Go?

Ask About Dates

Ask A Quick Question

Training for Teams



We also run this Introduction to Communication Skills Course for in-company (also called “in-house” or “on-site”) training.

This means that we deliver training exclusively to your team on a date you choose. There are many benefits to choosing an in-company style of delivery.

How In-Company Training Works

When you get in touch with us about in-company training - either by phone or by requesting a quotation using the button on this page - our expert training consultants will work with you to find the best training solution for your needs.

We will create a programme that addresses the issues and goals at the top of your list, and choose a training delivery method and dates that suit you best.

Why In-House?

- ✔ **Consistency** - When your management team attend in-company training, you begin creating a consistent culture of coaching through management in your organisation.
- ✔ **Tailored for Your Team** - We can take your business and any challenges you are facing into account when delivering the course. We will make the training delivery as relevant as possible to your team’s work.
- ✔ **You Choose the Delivery Style** - We can deliver this training as an in-person, classroom style course (where we come to your location), or by live, virtual classroom training.
- ✔ **Flexibility** - In-company training gives you the ability to schedule training at a time that works best for your business. It removes the inconvenience of having to take someone out of their role for training at a busy time.

[Get a Quote](#)

3 Ways to Get Started



Talk to Us

You can reach us by phone on Freephone 1800 910 810, or 01 861 0700 (mon - thurs, 9.00am - 5.30pm, fri, 9.00am - 5.00pm).

We will be happy to answer any questions, offer advice on the best option for your communication skills training, or book a place for you on an upcoming course date.

Freephone 1800 910 810



Reserve a Place

You can use the "Ask About Dates" button below to request all upcoming dates and provisionally reserve a place on any of our communication skills course dates.

Places are limited on each course, so we recommend early booking to secure your preferred date.

Ask About Dates



Get a Quote

Click the button below to request a tailored quotation for your company's communication skills training

We will be in touch with a detailed quotation fitting your team's requirements.

Get a Quote

About Us

Professional Development - 34 Years of Innovation and Excellence

We believe that the key to a thriving and rewarding career is continuous professional development.

For over 34 years, Professional Development has led the way in providing practical, innovative courses leading to relevant and respected certifications.

We specialise in delivering training for core business skills including project management, agile, scrum, lean six sigma, management, communications, sales, it service management, and training design and delivery skills.

Our courses are designed to expand your skills, & enhance your career potential

Stay Connected



Our Courses

Our courses are a balanced blend of both theoretical learning and practical application. This focused learning environment optimises the impact of training.



Our Team

Our trainers are chosen for their engaging manner and expertise in a chosen field. They bring a wealth of experience to each programme they deliver.



Our Clients

We provide training for Ireland's leading brands, working with companies of all sizes in every industry. We also provide training for non-corporate organisations.



Our Certifications

In many sectors, international certification is now essential. We provide many options for globally recognised certification in each subject area.

Contact Us

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