



# Advanced Communication Skills For Managers Course Brochure

---

1 Day Practical Workshop



## Contents

Course Overview .....	2
Why Choose DCM Learning .....	3
Course Objectives & Benefits .....	4
Course Content .....	5
Trainer Profiles.....	6
Who We Work With .....	8
Contact Details .....	9



# The Right Fit.....For You

**This course has been designed to help managers and directors to build on their existing communication skills, to increase their self-awareness and improve the impact and effectiveness of their communication and interactions with colleagues and teams.**

This 1 day Advanced Communications Skills course has been designed with senior managers and directors in mind. Working at a senior level requires the capability to interact with a wide variety of people, which makes excellent communication skills essential.

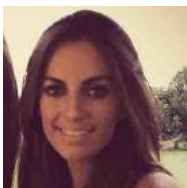
This course looks at the advanced communication skills needed when working at a senior level, such as communicating effectively within a business while working alongside others, emotional intelligence, how to get their message across clearly, how to adapt their communication style based on the situation and the correct language to use.

At the end of the course each learner will have a clear step-by-step strategy for helping them to use their communication skills when speaking to key people to increase their chances of achieving their working goals. Each learner will leave the course with a better understanding of their individual communication style and areas they need to work on to become more effective communicators.

Our training courses are highly practical and interactive and include discussion, exercises and activities based on real world scenarios.

*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

**Dearbhla Casey, HR Manager, Irish Country Meats**



*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

## Specific reasons to choose DCM:



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Experienced:** We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



## You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





# 1 Day Proposed Course Outline

## COURSE OVERVIEW

This one-day Advanced Communications Skills has been designed with senior managers and directors in mind. Working at a senior level requires the capability to interact with a wide variety of people, which makes excellent communication skills essential.

The course looks at the advanced communication skills needed when working at a senior level, such as how to communicate effectively within a business while working alongside others, emotional intelligence, how to get their message across clearly, how to adapt their communication style based on the situation and the correct language to use.

## LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Have an awareness of the language used and the effect it has on others
- Know the difference between listening and hearing
- Adapt their communication style based on the situation
- Understand the importance of body language in communication
- Change the way others feel by using phraseology, the way they sound and their physical presence
- Identify their own strengths and areas for development

Below you will find a proposed course outline detailing all the topics covered on the training programme.

**In addition, we will consult with you before the programme commences to get your input. This way we can be sure to address any specific requirements.**



# Course Content

## TOPIC 1: BUILDING RAPPORT AND TRUST

- Understanding what our colleagues want/expect
- The importance of language used - speaking plainly, clearly and concisely
- The impact your language has on others
- Recognising different behaviours and choosing the appropriate, professional response

## TOPIC 2: PROFESSIONAL COMMUNICATION SKILLS

- Self-Assessment – how do we communicate now?
- How to have a formal approach to communication - Thinking about what to say before you say it
- How to adapt your communication style based on the situation
- How to respect the boundaries of others
- The importance of Emotional Intelligence
- Advanced listening Techniques - listening versus hearing
- Non-Verbal Communication - smile/eye-contact/posture/para-language
- Verbal Signs - questioning/reflection/clarification/summarisation

## TOPIC 3: COMMUNICATING BY PHONE / EMAIL

- Points of difference - telephone calls /face-to-face
- Planning what to say and how to stay on track
- Email etiquette - Language to use, the do's and don'ts

## TOPIC 4: PERSONAL ACTION PLAN

- Recognising areas you need to work on and developing your personal action plan



## Andrew Woods

### Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

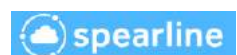
Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

---

*"I just wanted to say thank you to Andrew for delivering a fantastic training course to the team over the past two days. The feedback has been extremely positive, you have really got the team thinking about our current business processes and how we can improve them! Hope to see you again in the near future!"*

Niamh McCarthy, HR Manager, Spearline





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%





# Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

-  01 5241338
-  [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)
-  Guinness Enterprise  
Centre

**CORK**

-  021 2429691
-  [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)
-  Atrium Business Centre  
Blackpool Business Park

**DROGHEDA**

-  041 9865679
-  [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)
-  24 Laurence Street  
Co. Louth