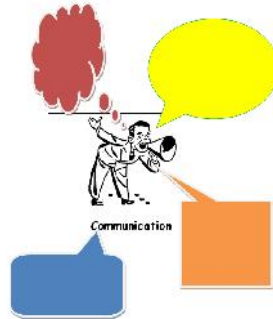


Communication Skills



QQI FETAC Code	Level 5 - 5N0690 Minor module - Credit value 15
Duration	<p>6 full days face - to face plus 10 hours directed web based learning hours</p> <p><i>As part of Total Focus's unique new blended learning approach you the learner have the opportunity to access additional information from our website. You will be asked during this training programme to avail of directed learning for approx 2 hours prior to each of the face-to-face training days.</i></p> <p><i>This will consist of presentations, videos, questionnaires, quizzes, additional written information and articles providing a source of material for the next face-to-face training day</i></p> <p>Please ensure that you have access to the internet and are able to download material for this directed learning as part of the next face - to - face training day is based on this material</p> <p>You are expected to engage in self learning hours outside the course</p> <p>You are also encouraged to form a support group with your colleagues meeting either in person or by telephone / Skype between the classes</p>

Overall aims of Communication Skills?	<p>This training programme is designed to give you an in-depth understanding of the knowledge, skills and competencies needed for outstanding communication skills.</p> <p>It enables you to understand their own communication skills and how they interact with others and how others interact with them both on a personal and an organisation level.</p>
What exactly are Communication Skills?	<p>Communication skills relate to how effectively you communicate with other people, both professionally-at work and in your personal life. They include skills in verbal, written, and visual communication.</p>
Who should attend?	<ul style="list-style-type: none"> • Anyone wishing to 'better' their communication skills • Anyone wishing to take on more complex roles in their professional lives where communications skills are vital • Anyone returning to the work place who wish to up-skill in this area
What will I learn?	<ul style="list-style-type: none"> • Develop and understand the knowledge, skills and competencies you need for excellent communication skills both verbal and non verbal • Recognise styles of communication for personal and professional use including reading, writing and verbal communication • Establish communication techniques for interviews, presentations, group and one to one conversations • Understand how communication technology underpins modern communications • Design templates for writing letters, email, reports etc <p>Plus lots more...</p>
To achieve your QQI FETAC Certificate in Communications	<p>You must successfully complete the following</p> <ul style="list-style-type: none"> • 80% attendance • Satisfactory completion and grade of FETAC assignments <p>Including: Portfolio / Collection of work 50% Skills demonstration 50%</p>

Would you like to talk to us about this training programme?	To find out more about the <i>Communication Skills</i> programme please contact Maeve Finch of Total Focus on 085 735 4446 or by filling in the enquiry form on the right
'In-house' training	Please note that this programme can be delivered 'in house' and tailored to the needs of your organisation Contact Total Focus for a quotation