

Advanced Communication Skills Programme

PROGRAMME OVERVIEW

The Field Ready Advanced Communication Skills Programme is designed to help organisations build the capacity of their people to become more effective communicators.

The Field Ready Advanced Communication Skills Programme will help your people:

- Develop the essential skills, knowledge and behaviours to be a more effective communicator within a professional environment
- Become an active participant in a more positive and productive communication culture
- Become more professional in how they communicate
- Develop some of the specific communication skills that will help them progress through the business
- Understand the different challenges to become an effective communicator

FEE:
\$995

LEARNING HOURS:
48 hours (total for all modules)

LEARNING METHOD:
Instructor-led Workshops, Online Coaching, Experience-based Assignments and Final Assessment

AWARD:
Field Ready Communication Skills
Advanced Level Certificate

WHAT YOU WILL LEARN

The Field Ready Advanced Communication Skills Programme is organised into three modules, with all elements being tailored to company requirements. Employees at every level of the business will benefit but these units are particularly useful for early- and mid-career professionals:

MODULE 1: FOUNDATION COMMUNICATION SKILLS

Provides learners with the building blocks of communication skills that they need to be effective employees. Includes:

- The what, how, when, where and who of communication
- Understanding yourself as a communicator
- Speaking and listening – the art of conversation
- Communicating with technology
- Communicating in an industrial context

MODULE 2: THE PROFESSIONAL COMMUNICATOR

This builds on the first module and gives learners the communication skills they need to grow in their role. Includes:

- Giving and receiving feedback
- Having difficult conversations: strategies for successful dialogue
- Asking great questions
- How to be a great presenter

MODULE 3: COMMUNICATING IN TEAMS

This module focuses on team communication skills and on building the capacity to communicate with larger groups. Includes:

- The team communicator
- Meetings and facilitation
- The professional networker
- The communication leader

THE LEARNING EXPERIENCE

The Field Ready Advanced Communication Skills Programme can be configured to your specific needs or your staff can join our quarterly scheduled classes. The full programme – which we describe below – is 48 hours. This includes around 20 hours instructor-led training, virtual interactions, experience-based assignments, assessments and follow up.

The full 48-hour programme is typically run across a 1-month period to take account of the time constraints of employees who need to continue to work through the training. That 1-month period is organised as follows:

WEEK 1 (12 HOURS) LAUNCHING OF THE PROGRAMME

This will be done either at the training location of your choice or at one of our partner institutions; it can also be run online if required

TRAINING AND ASSIGNMENTS FOR MODULE 1

There will be 5 hours of instructor-led training involved in the delivery of Module 1. This will be completed subsequent to the launch of the programme and in one block. Assignments will then be set for the following week.

WEEK 2 (12 HOURS)
MODULE 1 FEEDBACK/TRAINING AND ASSIGNMENTS FOR MODULE 2
There will be 5 hours of instructor-led training involved in the delivery of Module 2 (including feedback sessions on Module 1 assignments). Assignments will then be set for the forthcoming week.

WEEK 3 (12 HOURS)
MODULE 2 FEEDBACK/TRAINING AND ASSIGNMENTS FOR MODULE 3
There will be 5 hours of instructor-led training involved in the delivery of Module 3 (including feedback sessions on Module 1 assignments). Final assignments will be set for Module 3.

WEEK 4 (12 HOURS)
MODULE 3 FEEDBACK, COACHING SESSIONS, FINAL ASSESSMENT AND COMPLETION OF PROGRAMME
The final week involves feedback on Module 3 assignments, group coaching sessions (5 hours) and the completion of a final assessment which is written, and interview based.