



## Communicating with Clarity

Duration: 1 Days Course Code: GCCE100

---

### Overview:

In order to be successful as an IT professional, you need to be able to make connections: between technology and people, between different departments, and between you and your environment. Communication is an important aspect of this. During this training course, you will learn the basics: a model for clear communication that can be applied universally and will improve the effect of your communication.

---

### Target Audience:

Communicating for Clarity is designed for those individuals who want to become more effective communicators by ensuring that the message they send is the message that is received.

---

### Objectives:

- After the workshop, you will be able to:
  - Develop messages that have appeal
  - 
  - Identify your own personal needs and customize your message to ensure you get what you need from the communication
  - 
  - Identify the personal needs of others and customize the communication to ensure you get what they need from the communication
  - 
  - Structure messages to enable others to engage in the communication and take appropriate action
  - 
  - Use a variety of Question types to explore the opinions and insights of others
  - 
  - Use specific communication techniques to demonstrate understanding and interest and to guide the communication
  - 
  - Listen more effectively
- 

### Additional Information:

**Communicating for Clarity focuses on the following competencies:** Creating a clear and engaging message Encouraging clear communication from others

**Benefits for the individual:** Greater success in capturing the attention of others as you customize your message based on their needs and perceptions Improved communication through encouragement to share insights and engage in the communication Messages become clearer faster as you check in with the other person for understanding and clarity throughout the communication Improved skill and confidence in communication

**Benefits for the organization:** Greater commitment to action as messages are structured to address what people need to know, understand and believe Increased collaboration and teamwork as clear communication encourages sharing

---

### Further Information:

For More information, or to book your course, please call us on 0800/84.009

[info@globalknowledge.be](mailto:info@globalknowledge.be)

[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)

---