

Classroom Training Portfolio

Communication Skills





Communication Skills Courses

The Art of Speaking with Confidence – attendees will learn how to communicate with confidence, regardless of the environment, audience make-up or size.

You will come to understand the roles of tone of voice and body language, how to make a positive first impression and how important listening is when communicating confidently and effectively.

Powerful Presentations – this **one-day** course focuses on the skills of the presenter and how to communicate your message in a formal environment to large and small audiences, utilising visuals and other supporting material.

You will learn, through practice, how to deliver presentations that are interesting, clear and memorable irrespective of the size or make-up of the audience.



Exceptional Return On Investment

Unless indicated otherwise our courses are a half-day in duration. This ensures that your people can cover two subjects in one day, or not be absent from the workplace for an entire day.

Every attendee will have the opportunity to have a follow-up coaching session with their trainer to help them implement their action plan and refresh key learning points

Feedback we have received from course attendees

"Attending Powerful Presentations meant I learnt new techniques to apply in the future. I felt very at ease and it was a really worthwhile use of time. I would definitely recommend this course to others"

Positive Telephone Conversations – discover the additional skills that are needed when communicating on the telephone through building rapport, using language and tone of voice and employing a variety of questioning and listening skills to ensure more effective telephone conversations.



If you would like to receive full outlines of Communication Skills courses, please get in touch:

Email: enquiries@ecmrinternational.com Phone: +44 (0) 20 8133 6087

Visit: www.ecmrinternational.com



Focusing On The Extraordinary

About ECMR International

Established by Niamh Ní Bhéara in 2010, our talented team has a wealth of practical business experience acquired directly from front-line roles and senior management positions in multinational blue chip organisations. In addition to functional business expertise, we can draw on over 20 years' experience designing and delivering professional training and development.

Although domiciled in the United Kingdom, ECMR has an international client base in a range of industries including in Agriculture, Real Estate, Finance, Logistics, Transportation and Aviation.

Why Work With ECMR?

Our work embodies the passion we have for developing people and our strong belief in the correlation between valuing employees and success in business.

All of our courses place a strong focus on working collaboratively with attendees to develop meaningful and achievable action plans. We want you to achieve sustainable results and the ancillary services we offer complement this, by helping you to embed knowledge and skills into your organisation. A popular element of our courses is post-course coaching to help participants tackle any obstacles they may have encountered when implementing their action plans. This not only helps the course participants, but also supports to the line manager back in the workplace.

Our courses will help you achieve your business objectives through a skilled and motivated workforce, applying the tools and techniques learnt from a philosophy where a legacy of learning is supported and maximised.

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