

THE IMPORTANCE OF **GOOD** COMMUNICATION

Your company's success

is as likely to depend on developing good relationships as on development of good products.

Misunderstandings take time to sort out. They also infuriate the people you work with.

Effective communication skills help people build and maintain positive relationships both within the company and externally.

word *flair*

We can work with you to achieve your communication objectives.

Do you want to be a life-long learning organisation?

- Do you want your people to be good listeners?
- Do you want to be more persuasive with fewer words?
- Do you want your people to give more effective presentations?
- Do you want to have better relations with your foreign counterparts?
- Do you want your people to put their thoughts on paper more accurately?
- Do you want your writing to get better results?
- Do your people think they are too busy to find time for training?

OUR APPROACH

Communication problems vary from company to company, individual to individual. They change continually as the workplace becomes more global.

We use a problem-solving approach, working with you to find the best training solutions in the ever-changing workplace. We don't just provide off-the-shelf courses with a single solution to people with different needs.

Working with you, we develop courses and materials to suit you.

Our training doesn't finish when the course ends.

We provide each participant with an individual action plan and suggestions for how to continue developing their skills. We also offer the option of on-going consultancy and support.

We normally bring the course to you.

This avoids the cost of training premises. We pass on the savings to you.

We want each person, each team, each department to develop their own flair for communicating.

Helping your staff to maximise communication skills will bring substantial benefits for your company as a whole. As each employee grows in confidence, the effectiveness and performance of your teams will be maximised.



WHO WE ARE



We are an experienced team of trainers, who have worked with major UK, international and multinational companies.

Here are a few examples of courses we have developed with our clients.

We ran a series of presentations seminars for the employees of a Nordic **telecommunications company**, focusing on the following needs:

- to build confidence
- to develop greater awareness of the audience
- to improve the design and use of visual aids

A **pharmaceuticals corporation** requested training in effective writing. The course was originally set up to cover report-writing skills, and changes within the company led to increased demand for email writing. We changed the focus of the course accordingly.

A training programme for a European **paint & pigment producer** started out as intercultural awareness training, and because of the changing needs in the company we adapted this to focus on international team communication.

WHAT WE OFFER

We offer a range of individualised courses,

which can last from half a day to 2 days. We work with you to identify the key elements you require, and together we build the right programme for you.

You can select from a number of options to construct your courses.

We can also adapt our materials to include specific examples and situations from your company. This makes them even more relevant to your people.

On-site training

- Writing
- Presenting
- Negotiating
- Meetings
- General communication skills
- Intercultural awareness and communication
- International meetings

Internet training

- Presentations
- Writing

We also offer consultancy in all skill areas

Elements from different courses can be mixed. So, for example, we can focus on short presentations to be given at an international meeting with intercultural awareness building included.

For more details about the choice of training elements visit our website at www.wordflair.com

All our courses are in English

COMMUNICATION TRAINING FOR A CHANGING WORLD

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