



TRAINING THAT DEVELOPS  
*REAL CAPABILITY*



## Communication Essentials in the Workplace

LPD028

## Communication Essentials in the Workplace

Effective communication is the cornerstone of every successful professional interaction. This highly interactive course helps learners explore the foundations of workplace communication and equips them with the tools to build stronger, clearer connections in both personal and professional settings.

Through a hands-on, interactive approach, learners will assess their current communication style, strengthen their listening and questioning techniques and develop strategies for engaging in more meaningful, results-driven conversations.

Organisations benefit from continuous support before, during and after the programme, ensuring learners are well-prepared, fully engaged throughout the training and guided in applying new skills long after the course has ended.

**This programme can be fully customised to support strategic organisational priorities while addressing individual learning goals.**

### Duration & Price

Duration: 1-2 days

Delivery mode: This programme is available In-Company

### Dates & Locations

*In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.*

### In-Company Training

Please [contact us](#) for more information on our In-Company training options

## What's covered?

This course explores the essential elements of effective workplace communication and provides learners with practical strategies to apply immediately.

Key topics include:

- The communication process: principles and models
- Types of communication: business vs personal
- Communication cycle and how it applies in the workplace
- Verbal and non-verbal communication: words tone and body language
- Active listening and effective questioning
- Technology and tools for workplace communication
- Skills Practice sessions and feedback

Learners benefit from a highly supportive, inclusive environment that encourages open practice and peer feedback. For in-company training, the programme can be fully tailored to reflect specific organisational goals, team dynamics and real-world communication challenges.

## Who should participate?

This course is ideal for individuals seeking to enhance their communication capabilities and developing stronger communication strategies in any professional, team-based, client-facing, or personal environment.

It is particularly beneficial for:

- New professionals looking to strengthen interpersonal skills
- Customer service and support professionals
- Team members and cross-functional collaborators
- Supervisors and team leads
- Mid to senior-level managers

English Language Competency

A good standard of written and spoken English is important to engage effectively with this programme.

## What will I learn?

On successful completion of this course, learners will be able to:

- Recognise the essential role of communication in personal and professional development
- Gain deeper understanding and practical experience of active listening and purposeful questioning
- Evaluate their own communication style and adapt it to different audiences
- Apply verbal, visual and written communication methods with clarity and confidence
- Use words, tone and body language awareness to improve interpersonal interactions
- Integrate modern technology tools to enhance communication effectiveness

These outcomes empower learners to navigate diverse workplace situations with improved awareness, confidence and skill.

## How do we train and support you?

We use a highly interactive, practical methodology rooted in experiential learning. This ensures that every learner has the opportunity to apply new techniques, receive feedback and reflect on personal development throughout the course.

Support elements include:

- Pre-training consultation for in-company courses to tailor content to learner and organisational needs
- Facilitated skills practice sessions recorded for feedback and individual reflection, allowing learners to experiment in a safe, supportive space
- Guided post-training reflective activities designed to embed learning, support behavioural change and identify future goals
- Optional personalised coaching sessions (either one-to-one or group-based) - offering tailored guidance to reinforce experiential learning and address specific communication challenges
- Live training is available virtually or delivered onsite to suit the needs of the team

Class sizes are generally limited to 10 - 12 participants to support personalised learning and individual support.

## How can you progress?

Learners who complete this course may wish to build on their learning through more advanced or related programmes.

Progression opportunities include:

- Presentation Skills
- Dealing with Challenging Situations and People
- Emotional Intelligence and its Role in Managing Effectively
- Team Leadership

These courses continue to develop professional communication and leadership capabilities.

Tutors



Gina Ryan  
[View Profile](#)

## What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on [CourseCheck.com](https://www.coursecheck.com), an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.



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