



How can we help you?

SkillGate Certificate programmes deliver a carefully selected range of study materials that will assist you to improve your skills and knowledge on a given topic.

The object of the programme is to provide all of the study material you need to achieve a formal Certificate.

However, you may complete as much or as little of the study as you wish - over any time scale you wish.

The materials include eBriefings, Tutorials, Work Assignments and Workshops. You may find that simply reading a couple of eBriefings satisfies your learning requirement, or you may chose to complete all the on-line study, attend the workshop, and request tutor support for a comprehensive understanding of the subject.

Whatever you need - the choices are yours!

We will do our best to help you.

Once you have registered we will send you various reminders and relevant information by email depending on how and what you chose to study. *You can switch the reminders off if you wish.* And our tutor-line 01730 815670 is open 9am - 5.30pm to answer any questions you have.

What will I learn from this Certificate Programme?

- Communicate more effectively face to face and in writing
- Develop active listening skills
- Understand how to communicate positively
- Build rapport with colleagues
- Use body language to help get the message across
- Deal successfully with difficult or aggressive people
- Give constructive criticism
- Write effective letters and emails
- Project a professional image on the phone
- Understand how influencing can aid communication

Who will benefit most from this Certificate Programme?

This module is for anyone who wants to enhance and develop their communication skills.

How do I get a Certificate?

To receive a **Basic Certificate** you must complete all the on-line learning listed on the Certificate study page and pass ALL the multi-choice tests attached.

For a full Tutor **Award Certificate** you must complete the Basic Certificate AND all the Work Assignments as assessed by the programme tutor.

Costs

All the online training material is included FREE with your organisation's membership.

There is a supplementary charge of £495 +vat for the 2 day workshop and additional telephone coaching to support the workplace assignments is charged at £30 +vat per quarter hour. *Extra cost may be subject to internal authorisation.*

What is in this Programme?

The Programme contains a range of different types of training materials, tests, exercises etc. This Programme includes:

Overview Module:
Effective Communication

Tutorials:

- Body Language Awareness
- Asking Great Questions

eBriefings:

- Body Language Awareness
- Asking Great Questions
- Cross Cultural Communication
- Dealing with Difficult Customers
- Improving Relationships with Emotional Intelligence
- Are You Listening Carefully?
- Communicating
- Effective Influencing Skills
- Giving and Receiving Feedback

Workshop - 2 day

Workplace Assignments:

- Active Listening
- Positive Communication
- Questioning Techniques
- Rapport
- Body Language
- Calming People Down
- Communicating Cross-Culturally
- Difficult Customers
- Giving Criticism
- Listening With Empathy
- Speaking Assertively
- Questioning Skills
- Communication Style

