

Essential Communication Skills

1-day course

Aim

To provide a comprehensive introduction to communication skills in order to promote effective working relationships and deliver a more effective facilities management service

Objectives

By the end of this course you will be able to describe:

Why effective communication is particularly critical in the FM role

How to improve your Interpersonal skills & enhance your abilities and performance

The key elements, techniques and skills for good communication in FM

Some of the practical communication tools & techniques available

Description

This course is suitable for anyone working in facilities management who needs to develop their communication skills, improve their working relationships and be more effective in their work.

In Facilities Management, technical abilities are not enough to ensure success, because a fundamental aspect of the role is communicating with a wide variety of people.

Many facilities personnel need support to develop the “soft side” of service delivery, and communication skills can spell the difference between success and failure in getting the job done.

The FM is one of very few roles that regularly deal with all levels of personnel in the organisation, from the most senior to the most junior, and across all disciplines and specialisms. The role requires varied and highly effective communication skills, which are essential to support technical expertise.

Facilities Management involves getting things done by people for other people, which natural communicators find easy. However everyone can improve this ability, and this course has been tailored to meet the unique communication needs, concerns and challenges of FM.

Course content

Understanding Communication in FM

What's special about FM?

Types of FM Customer

Understanding your Audience

The Elements of Good Communication

Words, tone and non-verbal communication skills

Effective Listening for FMs

Active Listening Skills
Clarification & Comprehension

Effective questioning skills for FMs
Types of questions and when to use them

Customer Communications – the good, the bad and the ugly
Giving praise
Saying No
Handling complaints

Developing a Facilities Communication Plan
Objectives and Action planning
Tips, Tools & Techniques

Programme

- 09.00 Registration, tea and coffee**
- 09.30 Welcome & Introductions**
Understanding Communication in FM
- 11.00 Tea and coffee**
- 11.20 Effective Listening**
- 13.00 Lunch**
- 14.00 FM Customer Communications**
- 15.20 Tea and coffee**
- 15.40 Presentations and Public Speaking**
Developing a Facilities Communication Plan
- 16.45 Close and departure**

How do I book?

Telephone: 020 7404 4440

Email: info@bifm-training.co.uk

Website: www.bifm-training.com/fm_communication_problemsFS.htm

To book online, copy the above URL into your web browser and scroll down to the registration link below the course description.