

8 module learning pathway

Communication / Interpersonal Skills



Modules, 10 minute videos & workbooks

Module 14:
Communication skills



Module 16:
Listening skills



Module 4:
Questioning skills



Module 10:
Assertive skills



Module 26:
Difficult conversations



Module 59:
Being polite



Module 20:
Cultural awareness



Module 8:
Giving instructions in the workplace



Open and closed questions	Being Assertive	Assertive behaviour	How to say no nicely	How to say no nicely to a customer
ESOL – Communicating when English is the second language	Giving feedback (DESCCO method)	Listening skills	Dealing with the non-stop talking customer	Overcoming Umms and Ahhs
Verbal holding	Building rapport	Being polite	Dealing with criticism	Dealing with a silent colleague or customer
Tone of voice	Slowing down your speech	Permission to ask questions	Positive affirmation	Questioning skills
How to say sorry	Collaboration	Active listening	Voice intonation	Courageous conversations

1 minute video refreshers & quick reinforcers

Months / Timeline for programme application

