

Title: Communication and Radio Skills

Aims: To develop Communication and Radio Skills

Objectives: Examine communication process
Explore use communication equipment
Examine team methods of communication
Develop customer communication skills

Target Audience: This course is for those who work with the public and need to improve their communication skills.

Course Content

- Methods of communication
- What is customer care
- Congruence
- Body language
- Theories of communication
- Developing your skills
- Use of Radio equipment
- Radio protocol
- Team working
- Models of communication.

Commentary

This course is for those who wish to develop their communication skills. It explores theories of communication and enables participants to develop their customer care potential by exploring their own methods of communication and how to match this to other peoples. It also develops candidates' skills to improve the provision of customer care and satisfaction. As well as developing the use of communication equipment and teamworking.