



# COMMUNICATION TOOLKIT

'Communication - the human connection - is the key to personal and career success.'

Paul J. Meyer

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## COMMUNICATION OVERVIEW

Personal communication allows you to deliver appropriate and effective messages in different settings and with different people.  
(8 mins)



## ADAPTING YOUR COMMUNICATION STYLE

Effective communication involves flexing your approach when working with different people. This short video provides hints and tips on how to adapt your style.  
(3 mins)



## HOW TO SPEAK SO THAT PEOPLE WANT TO LISTEN

Julian Treasure explores how to speak powerfully from some handy vocal exercises to tips on how to speak with empathy.  
(10 mins)



## BODY LANGUAGE AND NON-VERBAL COMMUNICATION

Body language is a powerful communication medium and this how to guide will help you make the most of it.  
(15 mins)



## EFFECTIVE QUESTIONS

Asking the right questions at the right time is an essential communication skill. This guide to types of questions and top tips on when to use them will help you get the most out of conversations at work.  
(6 mins)



## COMMUNICATION 101

Start building your communication skills through scenarios and challenges in this interactive e-learning module.  
(1 hour)



## ASSESS YOUR SPEAKING SKILLS

Use this simple interactive questionnaire to assess your speaking skills.  
(15 mins)



## ASSESS YOUR LISTENING SKILLS

Listening skills are a vital part of communication. This exercise will test how much you really retain when listening to new information.  
(20 mins)

