

Bite Sized Learning



Improving Communication and Understanding

Overview

People with communication, speech or learning difficulties often have a poor customer experience. Come on this session to understand more about communicating with people who might process information in different ways. Share your experiences and learn good practice to improve customer service. Increase your confidence in knowing you are saying and doing the right things. The session is delivered by a qualified speech and language therapist.

Who should come on the course?

People who work with or meet the public in their role.

Learning Outcomes

By the end of this session you will:

- Have a deeper understanding of the different aspects of communication
- Understand what stops/hinders communication
- Know more about types of disorders/conditions/impairments
- Have strategies and tips to use in your everyday role including knowing words not to use.

Booking Information

- **Organisations** - Training can be at your venue on dates to suit you for up to 15 delegates.

Please contact us for further information.

HearFirst is an independent award winning training provider.

Passionate about Equality and Diversity, Specialist in Disability Related Training

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