



## ***COMMUNICATION KEY SKILLS WITH EMPLOYMENT RIGHTS & RESPONSIBILITIES***

**2 day course: 9.30am – 5pm**

This course provides delegates with an insight into a wide range of legal issues facing employers and employees in the workplace together with training in some of the secrets of good quality business communication.

Successful completion of this course will mean that the delegate has completed both the Employment Rights and Responsibilities (ERR) and Key Skills Communication units.

### **INTRODUCTION TO THE BUSINESS COMMUNICATION MODEL**

- Creating a framework to analyse and explain communication techniques

### **FRAMING AND STRUCTURING YOUR MESSAGE**

- Organising complex messages
- Selecting appropriate tone and language
- Thread and continuity

### **CHOOSING THE RIGHT COMMUNICATION MEDIUM ASSESSMENTS**

#### **THE IMPORTANCE OF FEEDBACK**

#### **WRITTEN TECHNIQUES**

#### **INTRODUCTION TO AND SELECTION OF ERR TOPICS**

- Contract Law
- Employment Contracts
- Discipline and Dismissal Procedures
- Equality & Diversity
- Health & Safety Management & Risk Assessment
- Freedom of Information
- Data Protection Act
- Minimum Wage
- Tax and National Insurance
- Time off and the Working Time Directive

### **ERR TOPIC RESEARCH**

- Delegates select a topic from the above list and research that topic prior to delivering a presentation on it.

### **FACE TO FACE COMMUNICATION TECHNIQUES**

- Discussion techniques
- Delivering formal presentations

- Five-minute presentation on chosen ERR topic
- Key Skills Communication on-line test (multiple choice)



# Information Horizons

***ASSUMED KNOWLEDGE:***

Basic communication skills are required, but attendees are not expected to have any experience of presentations or employment law.