



Communication Skills for Library and Information Professionals (1 Day): Library Association Training Package (Training Packages Series)

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This course is designed as a modular one-day programme for LIS staff. It provides the flexibility to be delivered either complete, or in 12 sessions. The course contents include: introduction and objectives; the importance of effective communication; barriers to communication; the characteristics of effective communication; analyzing communication skills; listening skills; communication - getting it right; the skills and techniques of assertive behaviour; action planning; and review and evaluation.

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