



Crystal Lean Solutions

Training
Academy

Communication Skills



Communication Skills

DURATION:	1 Day
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1091

AIM:

The aim of this programme is to build the communication capability of participants so they can clearly articulate information, influence stakeholders, and deliver confident and impactful presentations in professional environments.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Analyse their audience and tailor presentation content to different stakeholder needs, including technical and non-technical groups.
- ✿ Define clear objectives for a presentation and structure content logically to maximise clarity and engagement.
- ✿ Design impactful visual supports, including concise and readable PowerPoint slides, that reinforce key messages.
- ✿ Apply language and storytelling techniques that enhance understanding and support decision-making.
- ✿ Deliver presentations confidently using effective vocal techniques, body language, and room presence.
- ✿ Manage nerves and maintain composure during delivery, including when facing challenging questions or interruptions.
- ✿ Select and use presentation aids appropriately to strengthen communication and overall message delivery.

THIS PROGRAMME IS FOR:

This programme is designed for individuals who want to build confidence in communicating information and delivering clear, engaging presentations that support effective decision-making. Roles that would benefit from this programme include leaders, engineers, quality, finance, HR and all roles involved in presenting and communication.

PROGRAMME CONTENT:

Designing a Highly Effective Presentation

- ✿ Understanding your audience and their requirements
- ✿ Identifying the key objectives of your presentation
- ✿ Structuring your presentation – beginning, middle, and end
- ✿ Creating clear, simple PowerPoint slides that support delivery
- ✿ Key design skills for impactful presentations
- ✿ Using language to create influence and clarity
- ✿ Developing effective visual aids

Delivering a Highly Effective Presentation

- ✿ Connecting with your audience – understanding perception
- ✿ Building confidence – voice, words, and delivery technique
- ✿ Using body language and vocal skills for maximum impact
- ✿ Choosing the right approach for different stages of the presentation
- ✿ Managing nerves and staying composed
- ✿ Using presentation aids effectively
- ✿ Handling challenging questions
- ✿ Applying skills throughout the day through practical exercises

ASSESSMENT:	None
GRADING:	Not Applicable
PROGRAMME DELIVERY:	Classroom
TOTAL DURATION OF THE PROGRAMME INCLUDES:	1 Day
CERTIFICATION CRITERIA:	Completion of all training days on programme
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	N/A
PRE-REQUISITE:	None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ☀ Situational Leadership
- ☀ Leader Standard Work
- ☀ Human Error Problem Solving
- ☀ Negotiation Skills
- ☀ Leadership with Emotional Intelligence
- ☀ Teamwork & Conflict Management
- ☀ Decision Making
- ☀ Commercial Acumen