

## COMMUNICATION SKILLS FOR PUBLIC MEETINGS

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Local Area Forums & Community Councils, set up by Councils to find out what residents and businesses think, provide feedback and help councils gain a better understanding of local issues and priorities. In order to gain the most out of the area forums the meetings need to be managed successfully with excellent communication skills exercised both by the Chair and the council representatives. This workshop examines how to enhance those skills for meetings.

### Course Components

How we come across at meetings

- First Impressions

Building confidence whilst chairing at a public meeting

- Relaxation
- Breathing
- Voice

Characteristics of an effective public meeting

- Brainstorming models of positive communication
- Objective of a meeting
- Preparation and structure

Communicating effectively during the Meeting

- Handling questions
- Listening skills

Meetings - Role-Play

- Presenting to the group
- Facing questions

(NOTE: participants may be asked to come prepared with a 2 minute presentation on a controversial subject they feel strongly about or would like to address - to be used in the meeting role-play.)

Through a combination of practical work and discussion this course will increase the confidence of the participants in order that they are able to get the most of the meetings they attend.

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### Delegate Comments

“Excellent training. A great opportunity to analyse and improve my delivery and interaction with the public”

“Informative, exciting and stimulating”

“A whole new world”

London Borough of Lewisham

### In-house Course:

(approx 10 delegates)

£2,500 + VAT

plus tutor/venue expenses  
where applicable

All delegates receive a copy of the RADA Communication Skills manual and tutor handouts.

### Contact:

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This course is run by RADA's commercial subsidiary RADA Enterprises Ltd. Established in 2001 RADA Enterprises makes the unique skills and experience of the Academy available to corporate, government, institutional and individual clients. All profits from RADA Enterprises Ltd are gifted to RADA and therefore, support the next generation of actors.

Reg No. 3999577

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