



Brilliant Communication Skills: What the best communicators know, do and say (Brilliant Business)

By Gill Hasson

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Learn and practice the powerful skills of good communication to get the very best from relationships both at work and home.

Clever tips, techniques, practical pointers and real life examples will help you boost and polish your communication skills as you learn the best ways to say what you mean to get what you want.

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Editorial Review

From the Back Cover

What does it take to be a successful communicator?

Just about every job requires excellent communication skills. To get ahead at work you need to be able to express yourself clearly *and* understand the feelings, needs and intentions of others.

So how can you make sure other people understand you and that you respond appropriately to other people? This book shows you how. Whether it's giving a presentation at work, getting your point across in a meeting, understanding the effects of body language or simply making small talk, Gill Hasson's proven tips and techniques will get you communicating effectively in no time!

Brilliant Outcomes:

Explain yourself clearly, and get your point across easily

Know what to say to help others open up to you

Feel confident about communicating with a wide range of people

'This book is all you need to help you on the road to communication success.'

Philip Jones, Workplace Dynamics, www.workplace-dynamics.co.uk

About the Author

Gill Hasson is an associate tutor at the University of Sussex. She is also a freelance trainer and delivers courses for voluntary organisations, schools, parents and social workers, covering topics including assertiveness, confidence building and communication skills at work. Gill is a co-author of *Bounce - use the power of resilience to live the life you want*, (Pearson 2009) and *'How to be Assertive'* (Pearson 2010) and also writes for magazines such as *Psychologies* and *Natural Health*.

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