



Communication Skills – 1 Day Workshop

Overview

Communication is best judged by the effect it has on others, the impact it makes and the results it achieves. This workshop will help participants to communicate clearly and effectively at all levels. Participants will be introduced to Neuro Linguistic Programming (NLP) and develop awareness of the structure of effective communication. This course is designed to develop self confidence and influence at work by developing communication skills and awareness of the impact communication that effective communication can have. Participants will explore the techniques required to achieve positive results through their interaction with others. This practical and insightful workshop is facilitated using group discussion, self assessments, individual exercises and team activities.

Outcomes

Following this workshop delegates will have a clear plan for how to improve their communication skills, build self-confidence and improve communication techniques

Content

How People Communicate

- Human Communication & How It Happens
- Filters to Communication & Their Effect
- Whole Body Communication
- Personal Communication Preferences
- Mental Toughness

Effective Communication

- The Barriers to Communication
- How to Influence Your Internal Self Talk
- Communication Preferences
- Building Rapport
- Connecting With Others

Questioning and Listening Skills

- The Power of Questions
- Listening with Focused Intent
- Active Listening Techniques
- Influencing Through Questions
- Building Rapport

Communicating Clearly

- Information Preferences – ‘Whole Brain Thinking’
- How Communication Can Be Misinterpreted
- Communicating With Impact
- Ensuring Your Communication is Understood

Communicating in Meetings

- The Essentials of a Good Meeting
- Understand Your Own Meeting Style
- Develop Self Confidence and Assertiveness
- Contributing Positively
- Speaking With Confidence

Presenting Professionally

- Developing Professional Presentations
- Learning Styles & Audience Rapport
- Speaking with Confidence to a Group
- Using Visual Aids
- Presenting with Confidence
- Closing with Impact