

2 – 3 Day Programme

This programme is designed to give individuals a thorough and practical understanding of the principles of communication and a selection of tools and techniques that they can use in the future.

It explores the principles of effective business communication and covers a range of communication situations. The workshop utilises a psychometric thinking and communication style tool to focus on how individual strengths, blended with a variety of advanced communication techniques, can be used to help participants be successful at work and achieve their personal and business goals.

This workshop is highly interactive and participants are encouraged to share their own experiences from the workplace with others and to provide feedback to other participants on their progress.

Programme Content

- Principles of effective communication
- Individual thinking and communication style profiling
- Identifying the needs of others and the key messages to be communicated
- Choosing the right communication media
- Creating an impact and building rapport
- Using active listening, dynamic questioning and body language
- Strategies for influencing individuals and groups
- Strategies for communicating with challenging / difficult people / situations
- Using communication to achieve buy-in

Additional Benefits

Participants attending this programme will receive:

- A full colour reference manual
- A communication and influencing skills checklist and toolkit pack



Business Benefits

By the end of the programme participants will be able to:

- Apply the principles of effective communication in business
- Communicate effectively with individuals and groups in a variety of levels / positions
- Identify their personal strengths and development areas with regard to communication skills
- Identify the key message of each piece of communication and choose the right communication medium to use
- Use a variety of advanced communication techniques including active listening, body language and dynamic questioning to achieve outstanding results
- Use a variety of communication tools to achieve business buy in and commitment
- Communicate effectively in difficult situations
- Give and receive constructive feedback

Testimonials

“Learnt loads — so many tools and tips — invaluable — and the profile is great”

“An excellent three days — I found the sessions on getting business buy in really thought provoking and will definitely be using some of the recommended strategies next time I am communicating with my stakeholders”