



OVERVIEW

This interactive workshop will equip you with the key skills you need to be an effective communicator.

It will teach you how to deliver a confident, clear and impactful message, be an engaging presenter, communicate with different personality types, communicate in conflict situations and other key tools such as questioning, listening and rapport building skills.

IS IT RIGHT FOR ME?

This workshop is suitable for anyone who wants to improve their ability to influence, motivate, inspire and communicate more effectively with others. It will particularly benefit new managers, sales & marketing managers, project leaders, team leaders, senior managers, consultants, engineers and business managers.

WHAT WILL I GET OUT OF IT?

By the end of the workshop, you will be able to:

- ✿ Maximise your communication skills and personal credibility
- ✿ Hold the attention of people when you are speaking
- ✿ Speak fluently and confidently even under stress
- ✿ Handle difficult meetings sensitively and constructively
- ✿ Overcome conflict and learn to deal with problem situations
- ✿ Deliver confident, convincing presentations
- ✿ Get your message across effectively in all circumstances
- ✿ Deal with nerves
- ✿ Motivate your team
- ✿ Create rapport with the people you meet
- ✿ Strengthen your personal presence

WHAT DO I NEED TO PREPARE?

Prior to attending this workshop, you will be required to answer prepared questions around your customer knowledge. The questions will build a knowledge foundation on which the workshop can be applied.

Duration: 2 days

Fee: £ 1,215

Dates & Locations:

May 06 - London

November 25 - London

Take your learning further:

Essential presentation skills

Time management

Getting results without authority

**Do you need this workshop
delivered exclusively for
your organisation?**

**Contact our Learning
Advisors to discuss.**





WHAT WILL THE WORKSHOP COVER?

Where you are

- ✿ Your field of communication
- ✿ Defining your communication challenges
- ✿ Using emotional intelligence
- ✿ Understanding the dynamics of teams
- ✿ Understanding how you come across

Where you want to be

- ✿ What do we expect from an effective speaker?
- ✿ Setting personal targets: what do you want to change?
- ✿ What is meant by presence and charisma?

Developing personal presence and impact

- ✿ How to find focus when you are speaking
- ✿ How to strengthen your body language
- ✿ How to let go of tension when under pressure
- ✿ How to improve your posture to look more confident
- ✿ How to improve your breathing
- ✿ How to avoid monotony and strengthen your voice
- ✿ How to ensure that others listen when you are speaking

Developing an effective, effortless energy

- ✿ How to centre your energy
- ✿ How to strengthen your concentration to think on your feet
- ✿ How to conserve energy while looking more powerful
- ✿ How to increase your presence in the space

Creating winning presentations

- ✿ Structuring a presentation
- ✿ Grabbing the attention of your audience
- ✿ Creating and keeping rapport with your audience
- ✿ Effective language that keeps your audience involved
- ✿ Dealing with jargon
- ✿ Making technical information clear and understandable
- ✿ Creating drama, interest and freshness
- ✿ Finding your own voice
- ✿ Avoiding 'death by PowerPoint'
- ✿ Using language to inspire and motivate your audience

Understanding communication

- ✿ The principles of effective communication
- ✿ How to get ahead at work
- ✿ Applying the principles to relevant situations

Influencing meetings and interviews

- ✿ How to bring the right energy into the room to influence the outcome
- ✿ Reading the non-verbal signals that others project
- ✿ How to find a strong, clear focus to give you more control in any situation
- ✿ How to deal with difficult people to diffuse conflict and reach a solution
- ✿ How to look and walk like a manager with effortless authority
- ✿ How to make team members feel confident and valued
- ✿ Developing a rapport with senior managers, team members, customers
- ✿ Giving impact and clarity to your language
- ✿ Using eye contact effectively

"Recommended course to improve your communication skills for any situation "

*Marketing Manager,
Dresser-rand*

"Great course, very enjoyable, really interactive, not death by PowerPoint "

*Customer Service Manager,
TFS*

"I gained lots of meaningful insights about my appearance and the impression I make. I hope I will be successful in applying the tools to improve "

*Innovation counselor,
VDI*