

Advanced Communication Skills

Duration and times: 1 day 9.30am – 5.00pm

Group size: 6-12

Investment: £POA

Everyone needs to be a superb communicator in order to influence, negotiate or lead others. With the many different communication methods out there, misunderstandings can be easy and face to face time is at a premium. Therefore it is important to make every opportunity to get our message across count to external and internal customers.

This course builds on existing communication or influencing skills and offers delegates a heightened awareness of some of the more sophisticated communication methods such as NLP or Transactional Analysis that can be used to build strong and synergistic working relationships.

Audience:

This course is aimed at those who already demonstrate strong interpersonal skills at building rapport or asserting themselves within the workplace. It can be seen as a next step to Influencing for Results or as an alternative in some cases.

Outcomes:

By the end of the course delegates will:

- Be able to use a number of NLP techniques to communicate positively and influentially verbally and in writing
- Appreciate when and how to vary their style and adapt these techniques to benefit both parties
- Be familiar with the model of transactional analysis and how that knowledge can be used to build strong, long lasting working relationships
- Have a toolbox of techniques and the knowledge of how and when to use them

Training methods:

An interactive programme offering delegates the opportunity to analyse and reflect on personal style and the impact of this. Equal opportunity is offered to share experiences and learn from others to ensure maximum transfer back to the workplace.

Not quite what you want? How about Influencing for Results?

