

Advanced Communication

Using NLP techniques, this training builds on the work of the Effective Communication module by deepening delegates' understanding of human behaviour and introducing new concepts.

Suitable for:

All staff who have attended Effective Communication

Objectives:

- Getting better results through advanced techniques
- Exploring our potential to make fundamental changes
- Using techniques to make a difference

Programme:

- Recap on Effective Communication
- Delegates' experiences
- Having a clear outcome
- Developing a climate of trust – importance of rapport
- Beliefs and Behaviour
- Behavioural flexibility
- Logical levels – personal impact
- Practical sessions – observation and feedback
- How people behave in discussions
- Commitments to change

Duration:

One day