

Effective Communication

Using NLP techniques, this programme concentrates on individual communication styles and the differences that can result at work. There is a strong emphasis on practical learning and relating this back to work.

Suitable for:

All staff

Objectives:

- Understand and improve one's own communication style
- Look at different methods of communication
- Build and maintain rapport at work - the key to successful relationships with colleagues and team members

Programme:

- Understand various methods of communication
- Communication styles and how to improve them
- Language and physiology
- Building rapport
- Understanding and dealing with conflict
- How we receive and process information
- What motivates us
- Decision making
- Concepts of time
- Group work on improving relationships at work

Duration:

One day