

Influencing and Communicating

A two day programme which gives delegates the opportunity to understand their own communication styles and then appreciate how their colleagues operate.

Suitable for:

All managers and those in a position to influence

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 internal and external relationships

Programme:

- Understand various methods of communication
- Communication styles and how to improve them
- Building rapport
- Voice tone and body language
- How we receive and process information
- Communicating with your team
- Communicating with internal and external customers
- Motivational factors
- Decision making processes
- Beliefs and behaviour
- Assertiveness and other behaviour patterns
- Four cornerstones of assertiveness
- Group work on improving communication within the department and throughout the business

Duration:

Two days