



Communication Excellence in Business

PURPOSE

This fully participative 2-day course is designed specifically to improve both external and internal relationships by enhancing communication and interpersonal skills.

OBJECTIVES

At the end of the course, you will be able to:

- recognise the importance of, and barriers to, effective communication
- apply principles of effective face-to-face communication
- demonstrate effective listening skills and build empathy
- build rapport and trust
- apply effective verbal and non-verbal communication techniques
- apply the principles of neuro-linguistic programming to enhance rapport and build positive relationships
- manage interpersonal conflict to gain positive outcomes
- achieve better results by working more constructively with others
- utilise best practice assertiveness techniques
- understand the effects of your behaviour on the performance of others.
- manage expectation and understand the needs of others

COURSE CONTENT

Day 1

1: Clear communication

- The communication process
- Understanding what can go wrong
- Signal versus noise
- Influences
- Remaining objective

2: The psychology of communication

- Non-verbal communication
- Understanding body language
- Spotting the cues
- Neuro-Linguistic Programming
- Representational systems
- Identifying your preferred representational system
- Understanding the other person's point of view



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Day 2

3: Building Rapport through Empathy and Assertiveness

- Listening and responding with empathy
- Seven essential steps to expressing empathy
- Assertiveness – what is it and why use it?
- How assertive are you?
- Non-verbal aspects of submissive, assertive and aggressive behaviour

4: Handling emotionally charged situations

- Dealing with concerns and complaints
 - A framework for positive outcomes
 - Things that can go wrong
- Managing awkward and aggressive people
 - Causes of conflict
 - How do you handle conflict?
 - Explaining the different styles
 - Coping with everyday 'put downs'

Comments From Past Delegates

“The feedback I got on my role-plays was informative and sometimes surprising”
Nigel Deacon ARM, Senior Technical Author

“I could recognize the ideas being presented in everyday situations and I could see how to apply the techniques to a normal day”
Jonathan Dye DisplayLink, Senior Development Engineer

Maximum number of delegates: 8

Cost: Members - 2.5 units, £375 +VAT
Non-members - £562.50 +VAT

To register please email our Training Co-ordinator on registrations@thelearningcollaboration.com