

Senior Level Communication Skills Workshop

Overview

To communicate with a wide range of individuals successfully needs not only a good self-awareness of your style and its impact on people, but the ability to use a range of skills and adapt your style to different situations and personality types. This highly practical course helps delegates understand and develop their own communication style through a series of interactive sessions including group and trainer feedback.

Delegates should understand that this course does not follow our normal course structures. There are few models and the amount of 'tell' components is kept to a minimum. Instead, participants will be asked to participate in some challenging scenarios and may well find themselves outside of their comfort zones. An open mind and an adventurous spirit are necessities for anyone wishing to join this exciting course.

Who Should Attend?

Managers who communicate with a range of individuals and who are looking to increase their self-awareness and to improve the effectiveness of their communications in a variety of different situations.

Outcomes

By the end of this course you will be able to:

- Increase your awareness of your style and identify how to adapt your style to different situations and personalities.
- Understand different behavioural styles and how they can be used.
- Understand the barriers to successful communication and how to overcome them.
- Create the appropriate atmosphere for constructive face-to-face communications.
- Construct and deliver your message - ensuring you are understood and that you encourage a positive response.
- Use body language, voice and your own behaviour positively.
- Deliver your message with confidence and impact.

Content

Do you Communicate with Real Impact?

- How do you really come across?

- Self-evaluation - my style
- Behaviour options - aggressive, passive, consultative

Creating the Right Atmosphere

- Putting people at ease - establishing rapport
- What are the barriers to effective communication? How to break them down

Face-to-face Communications

- Getting others involved - encouraging participation and two-way communications
- Overcoming concerns, fears and objections
- How does your body language come across? Getting it right
- Understanding work styles and behaviours - expressive, analytical, amiable and driver

Getting the Message Across with Impact

- Power of positive language
- Voice, tone, rate of delivery and checking comprehension
- Compelling start and dynamic ending - keeping moving and on track

Working with Others Confidently

- Managing emotions within communication
- Feedback - responding and encouraging accurate and fair feedback
- Dealing constructively with negative or unresponsive people
- Understanding the other person's position

Personal Development

- Putting it into practice - formulating an action plan