

Communication Excellence

Duration: 2 day(s)

Increase value in all your business relationships through advanced communication techniques. Achieve the results you want by crafting the ways you interact with others.

Who should attend?

Those responsible for building and managing influential relationships, particularly where honed communication and interpersonal skills really count. Examples of previous delegates include executives, managers and consultants from a wide range of industries. The course is highly interactive and practical, giving immediately useful tools.

Benefits:

- Understand communication excellence and learn the traits of a top relationship builder
- Influence others and be assertive
- Identify different thinking styles, and know when to implement them for maximum benefit
- Build a relationship management strategy that enhances your success
- Banish fear and use the principles of positive psychology for great effect

Course Overview:

- Understand and apply the skills necessary for communication excellence
- Learn new communication styles and increase rapport
- Craft your role - know accountability and impact
- Create a relationship management strategy that works
- Realise the importance of planning and process
- Build your knowledge bandwidth
- Apply the art and science of influence: body language and listening
- Understand push/pull Relationships
- Enhance your professional image and personal capital
- Identify different thinking styles to be more persuasive
- Understand fear and positive psychology
- Manage challenging relationships under pressure
- Use questioning techniques to uncover needs and identify issues
- Achieve the best outcomes whatever the proposal, situation or personality
- Undertake exercises in communication excellence including 'The Trust Index' and the 'Key Influencers' mapping exercise