

Senior Level Communication Skills Workshop

2 Days AGI

OVERVIEW

Really understand how one impacts others and learn how to do so in the most effective and positive way. Two days where theory meets practice to challenge and inspire!

The emphasis of this workshop is on the participant and how each communicates. During the two days, 'what you do' will be examined and practised through a series of experiential learning activities. An open mind and an adventurous spirit are a necessity for everybody wishing to attend this exciting workshop - over 70% of the time is spent participating in challenging scenarios. Participants may well find themselves out of their comfort zone but they will leave the workshop with a Personal Action Plan identifying the key changes to make and skills to practise to build their self confidence and improve their communication techniques.

DESIGNED FOR

Participants should be senior managers who communicate at all levels, and they want to improve the way they communicate. It will help them to increase their self-awareness and improve the impact and effectiveness of their communication in a most dynamic and thought provoking way!

LEARNING OUTCOMES

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

- Understand what generates obstacles to getting people to engage and cooperate with them.
- Understand how human belief systems cause them and others to adopt certain mindsets and behaviours in particular situations.
- Learn how to manoeuvre their mindset and that of others towards achieving a positive result.
- Learn how to focus on and understand the messages being transmitted consciously and subconsciously from others so that they can use them to produce a beneficial result.
- Change the way others feel by using phraseology, the way they sound and their physical presence.
- Discover methods which will allow them to become flexible so that they can instantly access an array of strategies to deal with whatever the situation demands.

TOPICS COVERED

How Do You Communicate?

- How do you want others to see you?
- The Perception Divide – why it makes positive outcomes difficult for you
- Belief Systems – the Predator/Prey model

Creating the Right Atmosphere

- Increasing sensitivity to conscious and unconscious messages
- 'What happens next' – compelling others to listen
- Mental stimulus to create engagement

Face-to-face High Impact Communications

- Eliciting and controlling emotional responses through words, sounds & physicality
- Using psychological masks to change and control responses
- Pulling the right triggers to move the communication to where you want it to go

Theory Meets Practice

- What impact do you generate? – the way others see it
- Creating a 'resonance' with others to gain cooperation
- Overcoming inhibitions

Working with Others Confidently

- Feedback - responding and encouraging accurate and fair feedback
- Dealing constructively with negative or unresponsive people
- Your personal 'blue print' for change

EXTRA NOTES

Further Development:

*An Introduction to Neuro Linguistic Programming (NLP1)
Speaking in Public with Authority & Confidence (SLG1)*

An equivalent course is available in Arabic, French, Spanish and Portuguese. Please call us for details.