



One Day Workshop

Who will benefit:

Anyone who would like to improve the clarity and style of their communication, ensuring their message is clear and has a positive influence on others.

Objectives:

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

- ☺ Identify and overcome the barriers to effective communication
- ☺ Recognise the different types of influencing and their uses
- ☺ Explain the impact of positive influencing on clients, managers and colleagues
- ☺ Use a range of skills and behaviours to communicate positively and clearly

Module One – The communication process

- What is effective communication?
- How do we communicate?
- The barriers to effective communication

Module Two – Different types of influencing

- Influencing versus manipulation
- What is your preferred influencing style
- The different influencing styles and their uses – adopting a flexible style for the desired outcome

Module Three – Effective communication skills

- Demonstrating a positive mental attitude
- Active listening
- Questioning skills
- Using positive language
- Non-verbal communication