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Communicating with Confidence

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Communicating with Confidence

Duration

2 days

Audience

This is a two day workshop aimed at staff who want to enhance and build relationships both internally and externally.

Objectives

By the end of this programme delegates will be able to recognise key communication traits, and be able to identify with their own preferences. More importantly they will also be able to adapt and flex their own style to suit others.

Overview

- Key elements of communicating confidently
- Creating impact
- Conversation cycle
- Dealing with questions
- Summaries
- The four essentials of communication
- Maps of the world
- Mind and communication filter profiles
- My preferred way of communicating
- Impact on others
- Where might I clash?
- How can adapt to suit others?
- Programme review and close