

# Communication Skills – Advanced

## Overview

This programme incorporates the successful one day 'Communication Skills' course, designed for people who want to ensure their communication is clear, assertive and persuasive. A second day focuses on the skills of influencing others to gain buy-in and bring about positive change.

## Objectives

- For each delegate to understand the difference between passive aggressive and assertive behaviour.
- For each delegate to analyse their personal communication style and how they are perceived by colleagues and team members.
- For each delegate to understand how they communicate and the benefits of becoming more assertive.
- For each delegate to be able to ask questions, state their opinion and say “no” calmly and confidently.
- For delegates to learn how to handle conflict and confrontation .
- For each delegate to understand how to influence others effectively, based on an understanding of the different personality types.
- Gaining commitment and buy-in through influencing skills.
- For each delegate to understand how to communicate effectively over the telephone.

## Contents – Day One

- Introduction – the psychology of communication
- Communication styles - understanding aggressive, passive and assertive messages (body language, voice, words, emails etc.)
- What’s My Communication Style – self assessment
- Evaluation of delegates’ levels of assertiveness
- Developing assertive techniques such as key listening and questioning techniques.
- Conflict management style - self assessment
- Conflict management techniques
- Summary and close

## Contents – Day Two

- Saying “No”
- Giving and receiving feedback
- Client Relationship Management
- Working with Others
- Influencing techniques – the decision making process
- Influencing different personality types
- Summary and close