

Communication & Interpersonal Skills

Who should attend?

- New members of the management team
- Team leaders interested in further developing their management skills
- Managers wanting to further develop their management and leadership techniques
- Front-line supervisors
- Project managers
- Human resources professionals
- Departmental managers

Objectives

- Build effective communication skills
- Develop strategies for creating a positive work environment
- Recognizing personal style and behavior preferences
- Learn how to delegate and motivate
- Massively improve your leadership skills
- Build and develop teams
- Develop skills and abilities which can be put to immediate use in the workplace
- Recognize differing behavioral styles and learn to adapt to them in order to build lasting rapport
- Understand the key roles you have in encouraging and developing your staff
- Harness the power of personal motivation
- Give and receive feedback on performance and perception

➤ How to Build Lasting Rapport

- The art of building lasting rapport
- How to identify behavioural traits and react to them
- How to modify your own behaviour to match other's
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person's shoes to better appreciate their experiences and motivations
- Read body language in order to understand how others are thinking and responding to you

➤ Self-Awareness

- Key concepts of NLP
- The relationships between NLP and Emotional Intelligence
- Connecting your feelings for greater self-awareness
- Eliciting emotions
- Noticing your unconscious messages and following your intuitions
- Self-talk and what it means
- Maslow's Hierarchy of Needs
- Internal and external referencing

➤ Crystal Clear Communication

- Powerful listening and questioning techniques
- Thinking patterns
- Filters to communication
- The use of Metaphors
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well-formed outcomes
- Communication exercises

➤ Empathy

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions
- The secrets of body language
- How we communicate
- Filters to communication
- Understanding the science of lying
- Learning Styles
- Modelling – how others do things

➤ Motivation

- Logical levels of change
- The importance of values in motivation
- Eliciting values for yourself and your organisation
- The secrets of motivation
- Setting goals that motivate
- Creating a positive future for your organisation
- Testing your well-formed outcomes
- Stepping into the future