

## Overview

Effective communication is essential to conveying and receiving clear messages. It is having the ability to be flexible enough in your behaviour to affect positive results in yourself and others on a consistent basis. This course is ideal for providing the tools to improve communication flow internally with colleagues and externally with customers, prospects and suppliers.

## Who is it for?

Individuals who would like to learn how to communicate more effectively in any given situation and with a variety of different personality types.

## Course content to include...

- The four stages to learning new behaviour
- How to recognise limiting behaviour and begin to change it
- How to build rapport with anyone
- Understanding the effect of body language
- Using voice & words to influence behaviour
- Learn how to predict and communicate well with other personality types
- Understand personal values & motivations that drive behaviour
- Learn how to quickly change your state
- Change negative emotions & unwanted behaviour
- Find out how people structure their beliefs
- How to structure content to engage people
- Using clear language to get your point across
- Ensuring messages are understood and well received

## By the end of the course learners will be able to...

- Communicate clearly and confidently
- Motivate others and encourage positive behaviour
- Understand how to adapt messaging to suit different personalities

"This course has already given me much needed information to boost my confidence and communication skills."

