

## Overview

This course is designed to enable delegates to be more assertive in the workplace; communicate & present ideas clearly & to positively influence others to gain win/win outcomes. This translates well for use with both internal & external customers in overcoming challenging conversations; setting clear boundaries for fruitful, long term relationships plus establishing common ground in order to gain agreement and reach mutually beneficial conclusions.

## Who is it for?

For individuals who are wish to increase their levels of positive influence & persuasion with colleagues, customers & suppliers and be able to present themselves & their ideas with confidence.

## Course content to include...

- Planning and setting boundaries for positive outcomes to meetings
- Origins of behaviour & impact on to communication
- Making a good first impression
- Rapport building
- Effective communication techniques
- Confident behaviour and how to pitch ideas with presence
- Understanding body language and voice & how to use them to influence
- Personality profiling to aid negotiation with different personality types
- Effective questioning & listening techniques
- Communicating a clear message & gaining agreement

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

- Understand how to adapt behaviour to influence & gain positive results
- Communicate key messages & outcomes more clearly
- Present ideas with confidence

"Making sense of things that I & others do - with humour, energy & focus & presenting new options & ideas."

