

# Communicating successfully

**This course helps you to deal with everyday meetings and conversations, face-to-face and by phone.**

*We will work with you to develop a course that suits your needs. You can select the elements you want to include.*

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**Duration** 1 or 2 days

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**Group size** Maximum 8 people

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**Who for** *Anyone who needs to sharpen their interactive skills.*

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- Objectives**
- *To analyse yourself and your ability as a communicator*
  - *To develop your team communication skills*
  - *To communicate your ideas more persuasively*
  - *To be able to respond to clients more efficiently*

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- Modules**
- 1 Listen and question effectively*
  - 2 Say what you mean*
  - 3 Make your point*
  - 4 Be persuasive*
  - 5 Deal with challenging people*
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## Why do this course?

Communication is the key skill of the information age as new media develop fast. Businesses are becoming global and teams are dispersed over the planet, so people from very different backgrounds have to collaborate. But at the same time, they have little opportunity to build strong relationships. Communication is becoming more complex at exactly the same time as it becomes more important.

We will help you, whatever your role, to develop your interactive flair. We will help you to deal effectively with colleagues and external counterparts, customers and suppliers. We will give you confidence in your communicative abilities in all situations. You will gain insights into yourself as a communicator, as well as into other types of communicators.

## Benefits

By the end of this course, you will be able to:

- 1 interact** effectively in a team
- 2 persuade** people that your ideas work
- 3 say what you mean** precisely and concisely
- 4 work with different types of people** more easily

## Course content

### 1 Listen and question effectively

When someone talks to you, how much of your mind is focused on their message? And how much of your thoughts are occupied with your own ideas, feelings and the decisions you made earlier? This part of the course does these things:

- ◆ analyses the type of listener you are
- ◆ examines what it means to have good listening skills
- ◆ develops good listening strategies
- ◆ shows you how to ask productive questions

### 2 Say what you mean

How often have you noticed other people talking at length without coming to the point and without thinking about their listeners? After a while, you give up trying to follow.

This part of the course helps you avoid that trap.

It shows you:

- ◆ how to get people to listen to you
- ◆ what kind of speaker you are
- ◆ how to communicate your ideas more effectively
- ◆ how to interact strategically

### 3 Make your point

In meetings and discussions as well as presentations, you need to get your ideas across and convince people.

This section shows you:

- ◆ how to come to the point quickly
- ◆ how to build arguments
- ◆ how to organise your ideas successfully

### 4 Be persuasive

Every day, in many formal and informal situations, you need to persuade people who disagree with you and bring them round to your conclusions.

This part of the course deals with:

- ◆ negotiating outcomes
- ◆ leading people to your conclusions
- ◆ using questioning strategies

### 5 Deal with challenging people

You can come across people who make things more difficult than they need to be everyday – argumentative and obstinate people, fearful people and those who avoid issues! You need different strategies for dealing with the different people, but first you need to identify who you are dealing with.

This part of the course deals with:

- ◆ recognising different types of people and reactions
- ◆ dealing with people strategically
- ◆ managing discussions with different people

## Elements that can be added

You can choose to relate the course to any of the following:

- ◆ problem-solving
- ◆ virtual team communication
- ◆ team-building
- ◆ giving and getting feedback
- ◆ being assertive
- ◆ intercultural issues

## Our approach

The course will be interactive with a variety of role-plays and simulations that can be based specifically on the issues faced by your organisation.

## At the end of the course...

You will be given a personal handbook which identifies your particular communicative strengths and sets out goals for you to work towards.