

# Communicate Brilliantly

Whilst there is a hurricane of technological change, quantum leaps in professional physiological communication are rare. You can have brilliant ideas, but if you can't personally communicate them brilliantly, your ideas will go nowhere.

## Who should attend?

This course is hands-on, and open to everyone who needs to communicate with greater confidence and maximum impact in their work, and overall life.

## Course Objectives

To develop communication techniques and skills that will make you more effective with your colleagues, clients and customers – whether face-to-face, on the phone, even emails.

To develop a positive attitude and use Win-Win techniques.

To turn personality into Charisma so you are welcomed, listened to and respected everywhere you go.

## Course Content

- How to present yourself vibrantly, using body language, listening and voice to advantage, and create an immediate and best first time impression. Remember you seldom get a second chance to get that first impression right.
- The approaches you can use to tap into the power of active listening, avoid poor listening, and really hear key answers, from your need-to-know questions.
- How to ensure that your physical presence conveys energy, positivity and professionalism.
- When to reinforce assertive communication skills to manage conflict and when to turn the passive to your advantage if necessary.
- How to avoid assumptions and misunderstandings.
- How to ensure congruence.

## Key Benefits

1. Confidence boosting ideas you can use immediately.
2. Motivating key point, refresher notes to use confidently.
3. Prestigious attitudes training certificate.
4. Training at your own premises. Or open scheduled courses.