

Communication and Influencing Skills

Communication

- Communication requires care
- Connecting with people
 - Technology
 - Time intensity
 - Diversity
 - Liability
- ABC of constructive communication
- Managing perceptions
- Frame of reference factors
- Choosing words with care
- Controlling your voice
- Conveying visually
 - How NLP can help
 - Emotional Intelligence
- Understanding differences
- Types of communicators
 - Movers and shakers
 - Narrators
 - Care givers
 - Map makers
- Thought patterns
- Using profiling wisely
- Connecting with employees
- Act, look, Listen
- Giving good communication
 - Planning

- Communicating
- Feedback
- Correcting and praising
- Giving feedback
- Dealing with disturbances
- Managing aggression
- Helping passive communicators
- Resolving conflicts
- Handling meetings
- Giving presentations

Influencing

- Power of influence
- Empathy + Sincerity = Persuasion
- Intrapersonal intelligence
- Interpersonal intelligence
- Being a good listener
- Speaking and thinking
- Overcoming bad habits
- Giving attention
- Body language
- Paralanguage
- 7 – 38 – 55
- Spatial relationships
- 9 techniques of influencing
- 8 ways to get what you want

Course will be interactive involving case studies and role plays

3 Days