



ARIVU
Empower • Innovate • Perform

Communicating Better at Work (1 or 2-days)

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

- Engage with others and understand the impact you have on them
- Deliver the image you want to portray
- Identify different communication styles in action and flex your style to influence others
- Convey your message clearly, concisely and assertively, and ensure you have understood the message others are conveying to you
- Recognise how behaviours impact the effectiveness of communication and select the most appropriate behaviour to the situation.

What you can expect to gain:

What is Effective Communication?

- Clarifying how you wish to portray yourself
- Exploring how you are perceived by others (personal assessment/feedback)
- Understanding and softening different perceptions and communication barriers
- Exploring styles of communication and experimenting with different styles

Assessing Relative Difference

- How to identify hidden emotions and messages through observation
- Tackling difficult behaviour – effecting a change
- How to deliver difficult messages and maintain the relationship
- Recognising different behaviours and choosing an appropriate, professional response

Building Rapport – Creating a Productive Relationship

- Use of questioning – softening the barriers, using the right approach
- Listening – what to listen for, how to discern acceptance or resistance
- Listening to understand and not just to respond – focus on active listening

How to Influence Others

- Requirements and process for moving someone from an entrenched position
- Using and controlling your emotions through words, sounds and presence to create impact

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Innovative & Impactful Coaching & Consulting Services
To Transform Your Business



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- Handling difficult situations and delivering difficult messages

Communicating and Presenting a Positive Image

- Meetings – getting heard, being taken seriously, taking control, getting a decision
- Understanding the relative impact of phraseology
- Responding to others' ideas – sharing understanding, support and appreciation

Presenting a Positive Image - Personal Application Plan

- Projecting a more confident image through improved communication skills
- Putting communication skills into practice

If you require any specific training or coaching skills to suit your specific needs, then we can tailor-make it just for you. Just call us on our number 087 123 76 767 for a chat.

What others have said about these courses:

“Very much enjoyed the course. I feel like I have benefited the most from this training than from any other in my career”.

Nayiri Keshishi, Manager, Kingston University

To find out more about this course or to enquire about prices, training dates and locations, please contact us on **0871 237 6767 or email us at info@arivu.co.uk**

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