

Business Communication Skills

Duration: 1 day

Powerful communication techniques are vital for anyone who needs to influence other people to achieve results. During this course you will learn to enhance your natural communication skills and improve your ability to convince and motivate others.

You will practise skills which increase your sensitivity to the behaviour of others, allowing you to project yourself with confidence, not only during presentations but also in your daily working environment.

This training course is designed for anyone who wants to improve their ability to influence, motivate, inspire and communicate with others.

Course Content:

- Maximise your leadership skills and personal credibility
- The key concepts in communication
- The communication process
- Building rapport
- Maximise your verbal and visual communication skills
- Speak fluently and confidently even under stress
- Understanding the difference between assertive and aggressive communication
- Overcome conflict and learn to deal with problem situations
- Recognize and use different influencing styles
- Increase your personal impact and creditability
- Plan and manage difficult meetings sensitively and constructively
- Deliver confident, convincing presentations

Course Prerequisites:

There are no prerequisites for this course.