

It's Not Just What You Say...

Communicating well every day, and navigating easily through all types of discussions is a 'must-have' skill for all of us in business. Learn the communication pro's that will help you communicate effectively and confidently.



• Learn • Apply • Change • Grow



➔ What will I learn?

- The four basic behavioural styles and how to adapt to each
- To understand the impact of body language and verbal tones on communication
- Rephrase blunt language to achieve results without offending anyone
- Strategies for dealing with difficult behaviours
- How to deliver constructive feedback and how to disagree politely
- Highlight YOUR key areas to improve on & action them straight away

➔ Content

- What makes some people good communicators
- Understanding communication styles
- Rephrasing for better relationships
- Dealing with the challenging

➔ Personal Development

Key skills that are developed during this course include:

- Confidence to manage any situation
- Improved relationships, personal & business

➔ Who Should Attend

Business owners and managers who want to take the stress out of every day communication issues, and create a more harmonious workplace.