

## Positive Impact Communications Techniques

<b>Duration</b>	1 day
<b>Target group</b>	This virtual training course aims to develop communication styles and presentation techniques to enable the delegate to deliver information with maximum impact and positive influence
<b>Prerequisites</b>	There are no prerequisites for this course.
<b>Objective</b>	<ul style="list-style-type: none"><li>• Employees will be able to present information in a range of settings with clarity and conviction.</li><li>• Employees will be able to adapt their communication style to develop rapport with others.</li></ul>
<b>Contents</b>	<ul style="list-style-type: none"><li>• Understand different methods of communication and how to use these effectively.</li><li>• Explain verbal and non-verbal cues and how to respond appropriately.</li><li>• Identify how to make a positive contribution in meetings.</li><li>• Apply techniques for delivering a whole-brain based presentation.</li><li>• Apply techniques to deliver information in a clear and non-confrontational way.</li><li>• Understand how to listen deeply and empathetically.</li><li>• Identify own working style, implications of this and how to 'style step' to develop rapport.</li></ul>
<b>Exam</b>	N/A