

Communicating with Confidence

We may be extremely competent at our job and be able to work effectively in our area of expertise. However, we need to be able to communicate with confidence, to ensure we get our message across and to gain the best result for our self and others. On this programme we examine how we relate to others and ways to improve these relationships and the communication that takes place. Using the technique of Transactional Analysis as a framework, the skills can be applied to business but also to other areas of our life.

An understanding of our relationships is important and why certain people bring out particular triggers. If we learn to communicate more effectively, then our relationships improve. The course is designed so you can discover how to use assertiveness and confidence skills to enhance your interpersonal abilities and increase confidence. Being assertive is sometimes confused with aggression; however on this training course you can learn different techniques which respect both your needs, and those of the person with whom you are communicating.

The Oxford English dictionary defines 'assert' as: 'maintain, declare one's claim to rights' and 'assert oneself' as: 'insists on one's rights'. Assertiveness training therefore, focuses on understanding, acknowledging and learning how to declare one's rights.

This training course involves delegates in realising their own rights and the right of others in the workplace. Practical activities allow delegates to practice expressing their views, opinions and ideas and to listen the views, opinions and ideas of others. The course will help delegates to increase their self-awareness as well as providing opportunities to develop their skills.

Who will the course benefit?

Anyone wanting to improve their confidence and communication skills.

Anyone who wishes to be promote good working relationships.

Course Objectives

To provide skills, methods, and techniques required to work effectively and confidently with colleagues, clients and management. To develop skills to deal with problems at work.

Course Duration: 2 days

This course will enable delegates to:

- Recognise their preferred communication styles and how to work more effectively with others
- Identify how people work and to improve their effectiveness both individually and in a team
- Display positive thinking to aid self-confidence
- Enhance your credibility
- Become known in your organisation as a clear thinker and a professional communicator
- Identify and develop approaches for relationships
- Understand signals given from non-verbal communication
- Develop and improve their assertiveness with others
- Communicate more effectively
- Identify the difference between assertiveness and other types of behaviour
- Utilise assertiveness techniques to increase interpersonal skills
- Overcome feelings of apprehension and communicate with colleagues in a more confident manner
- Choose from a number of approaches to deal with difficult situations and as a result increase self-confidence.

Course Content

Communication Styles

- Audience and communicator challenges
- The principles of effective communication
- Understanding the different styles of communication
- Identifying barriers to communication
- Our own styles
- How to build bridges with other styles
- Practical self-analysis of communication styles

Verbal Communication

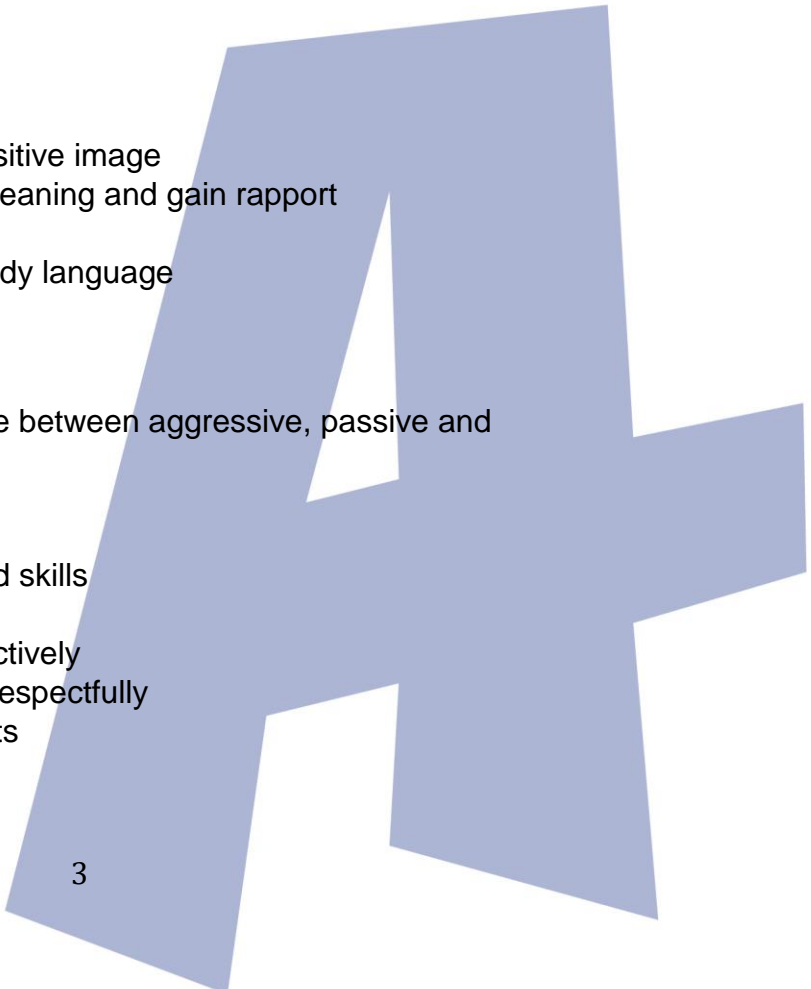
- How the voice can communicate meaning
- Developing an interesting and persuasive voice
- Breathing techniques to control nervous energy
- Convey a relaxed manner through the voice
- Using questions to gain control and probe
- Using open questions to obtain information
- Listening and interpreting what you are hearing
- Communicating in a concise and precise manner
- Using powerful language

Non-Verbal Communication

- Creating a confident and positive image
- Using gesture to enhance meaning and gain rapport
- The power of eye contact
- Reading feelings through body language

Assertiveness Techniques

- Understanding the difference between aggressive, passive and assertive behaviour
- Assertiveness and Rights
- How Assertive are you?
- Assertiveness behaviour and skills
- Assertive Techniques
- Dealing with people constructively
- Saying no comfortably and respectfully
- Making and refusing requests
- Giving and receiving praise



Understanding People's Behaviour

- Learning to pick up important vibes
- Managing conflicting situations and controlling aggression
- Rapport
- Using voice and tone to build rapport
- Empathising
- Pacing the receiver
- Winning over the other communicator

Communicating Under Pressure

- Improving communication through the use of influential language
- Interacting effectively
- Positive Thinking
- Understanding other people's values and motivations
- Controlling our emotional response
- Handling conflict
- Handling criticism assertively
- Dealing with conflicts and problems
- Giving Bad News

Personal Development Action Plan

