How to Communicate So That Others Listen

and Vice Versa

Focus on: The Manager ☑ The Specialist ☐ Spotlight Programme ☑ Hands-on Skills ☐

Course Overview

It has often been observed that the success of projects, team performance, engagement and relationships is reliant on good communications. The obverse is also true. Key initiatives often fail due to lack of communication, rather than a lack or skills or motivation. This course will show best practice and educate in all relevant areas of communication in the workplace.

Specifically, you will learn to:

- Choose how best to put your point across dependent on the audience or situation
- Negotiate with others in a non-adversarial way
- Observe, listen, question and present to others very effectively
- Be confident with the essential elements of excellent presentations
- Give feedback to others in order to improve impact and performance

Course Objectives		This Course is Ideal For:	
1	Understand how to read an audience in order to choose an effective communication method	✓	All managers
2	Learn the basics around asking questions, listening and negotiation	✓	All supervisors
3	Use workplace Coaching to get people to express themselves and their ideas	✓	Anyone who needs to communicate more effectively in their job role or who has issues with achieving buy-in to their projects and ideas
4	Make a presentation more effectively that most other people		
5	Keep an open mind toward Change, Negotiation and the actions of others		
6	Develop your Emotional Intelligence		

Course Content

Day	Theme	Coverage
1	Understanding people and using your emotional intelligence to best effect	• Understanding your team/audience/opponent • Working with different types of people in the workplace • Working with Emotional Intelligence • Adapting your style to get your result or outcome
2	Effective communication and the importance of listening	• The keys to effective communication • Asking Questions • Listening • Having difficult conversations • Team exercise and debrief

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3	The art of negotiation and how to arrive at a win:win outcome	• Negotiation skills • Negotiation exercises • Understanding the range of Win:Win • How to listen so that others speak • Coaching upwards
4	Preparing and delivering an effective presentation	• Presentation Skills • Content and emphasis • Start – Middle – End • Stagecraft; understanding audience reaction • Vital Skills and Mindsets and how to practice
5	Communicating clearly and concisely, including when under pressure and in times of change	• Communicating and leading change • Keeping an open mind under pressure • Developing tolerance and understanding for people and change • Communications exercise • Course review

Course Assessment	Certification
Participants will be assessed on:	Upon successful completion of the course, participants will receive a **Certificate of Successful Completion**, along with a **Transcript of Marks** showing the performance by grade in each element of assessment and overall.
Participation in sessions	
Completion of exercises & case studies	
Performance in assessments	

Course Instructor

The speaker is an independent Learning and Development Specialist with over 20 years' experience in Training, Facilitation, Speaking and Coaching. In addition to this he had 25 years of operational leadership experience in areas including IT, Finance, Audit, Supply Chain and HR.
The speaker has spent most of his working life with forward thinking blue-chip Organisations in the UK and Europe. He has worked for Multinationals including Google, Apple, Aramco, Johnson & Johnson, Deutsche Bank and Barclays, as well as SMEs in areas as diverse as Fintech, Health, Pharmaceuticals and Security.
In the last 20 years he has worked in over 30 countries around the world and believes that exposure to so many different ages, nationalities and cultures has really helped his experience of people and how to help them develop, both in their jobs and in their personal lives.

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