



Utter Brilliance

The Art of Effective Communication

This course is applicable to all levels of management, sales and administrative personnel. Particularly vital for those dealing with Clients and the public, and for those being groomed for management and leadership positions. A mix of disciplines and seniority on the course is welcomed; this quickly fosters a knowledge, understanding and respect for differing roles within an organisation, and greatly enhances team-building. Also valuable for those with English as a second language.

Key communication and relationship issues are addressed, particularly around resolving conflict, dealing with difficult people, building rapport, listening, and the art of giving effective feedback. Participants quickly realise these are not just work skills ... these techniques equally apply to all areas of our personal and social lives – hence the enduring popularity of this course. In addition, each participant will learn in a challenging, enjoyable environment how to run meetings and speak in public with confidence and assurance. Becoming adept at handling the impromptu situation, they also learn to convey well thought out ideas in a convincing and effective manner.

High participation ensures an enjoyable, relevant and very practical day with all participants reporting increased self-esteem & confidence. Everyone should do it!!

Topics covered include:

- **Energy and Enthusiasm – letting it show & passing it on**
- **Getting Difficult Things Said – safely and with respect**
- **Creating & Building Rapport**
- **Conflict Resolution – the magic of different perspectives**
- **Influencing Skills – seeding, the power of vocabulary & other tips**
- **Listening Skills – & getting others to listen!**
- **Structuring & Delivering a Brilliant Presentation**
- **Assertiveness and Saying No!**
- **Tips on Handling “Difficult” Situations... and People**
- **Customer Service Skills**
- **Leadership Skills**
- **Relaxed Impromptu Speaking**
- **The Importance of Praise**
- **Personal Image and Presentation**
- **Shorter, More Effective Meetings**
- **Motivation - of ourself & others**

... and any additional topics specifically requested by the participants.

Presenter:

David Henton, International Presenter and Communication Specialist, New Zealand

Duration:

Full day, or to suit Client requirements

Venue & Dates:

Dates and Venue - to be advised

