

This one-day workshop is designed to build on your skills of Assertiveness, Influencing and Negotiating. Every day, we need to demonstrate and exercise these techniques in a variety of ways in order to fulfil our roles to the best of our ability. Our communication can be face-to-face, via telephone, or electronically through a range of on-line media. As well as one-to-one communication, we often need to share our goals and ideas with a wider audience – which is where the ability to confidently present becomes so critical. This workshop masterclass also looks at how we can make our point at meetings, and deal with difficult scenarios – and people.

**Your Workshop Leader: Catherine Bowie**

## WORKSHOP AIMS

- To offer participants the opportunity to build on existing presentation skills
- To enhance professionalism in both external and internal relationships
- To share effective communication techniques in line with corporate strategy
- To ensure that client-facing opportunities are maximised

## KEY TOPICS

- Reviewing key interpersonal skills
- How to communicate with a variety of audiences
- Getting the best from any telephonic situation
- The importance of mutual understanding and conveying complex information
- How to handle objections and overcome communication barriers

## WHO SHOULD ATTEND

- Team members who find presentations and meetings challenging and want to be heard
- Team members who are new to presentations and client-facing opportunities
- Team members who require confident telephone skills and tips on getting the best from each call
- Team members who want to refine and build on their interpersonal training to date.

## **Outline Programme**

### **Welcome and Introductions**

- to one another and course content

### **1. Internal Communication**

- identifying your strengths and bolstering your weaknesses
- different roles people play at meetings: chair, recorder, participant
- contributing successfully
- dealing with difficult scenarios
- making meetings work for you

### **2. Presenting yourself Professionally**

- the importance of body language
- developing rapport
- dealing with presentation nerves
- warming to your audience and vice versa
- thinking on your feet/handling questions

### **3. Telephone Communication**

- structuring and controlling the call
- use of voice and positive language techniques
- dealing with complaints and difficult situations on the telephone.

### **4. Masterclass Discussion & exercises**

- Assertiveness in practice
- Negotiating & Influencing
- Body language & creating rapport
- Additional voice techniques

### **Individual action planning**

## WORKSHOP FORMAT

Delegates to this Masterclass workshop should have already attended training in *Assertiveness*, *Influencing* and *Negotiating* as these foundation skills will be re-visited as the course progresses.

