

# ADVANCED COMMUNICATION SKILLS

## OBJECTIVE

Senior and middle managers who already have good communication skills and want to take them to the next level.

## STRATEGY

Communication goes far beyond the actual words that you say. More importantly it's *how* you say it and the non-verbal messages that you send while you're saying it. The receipt of that message depends on the other persons view of the world and their preferred processing style to absorb and understand information. This course teaches the participants to communicate effectively with anyone and at any level, it goes far beyond a beginners guide to communication and focuses upon some more of the advanced communication techniques available.

In this workshop, participants accurately assess their current strengths and area for improvement. Then allow time for lecture, group participation, skill practice, role-play, case studies, and coaching to improve skill levels and ensure adult learning takes place.

## PARTICIPANTS WILL

- Assess their skill level
- Learn how to develop different communicating strategies depending upon the other person's view of the world.
- Understand favored learning styles of others and how to use this when communicating
- Deliver messages with power and professionalism
- Learn the concept of Generous Listening Skills
- Understand non-verbal messages they are sending and how to adapt for clearer communication
- Learn to read the non-verbal messages being received and to listen for compliance and commitment.
- Project positive verbal messages using Neuro Linguistic Programming Techniques (NLP)
- Learn how to elicit thinking patterns through eye movement
- Use influencing skills to move the conversation forward
- Improve their ability to give feedback without judgment
- Review essential techniques to effectively manage voicemail and emails.
- Create action plans and apply the training to life



## ADVANCED COMMUNICATION SKILLS

Each participant will have hands-on opportunities to practice all skills and techniques.

### PARTICIPANTS RECEIVE

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

### LENGTH

One day workshop.

### CLASS SIZE

Maximum class size is 16 participants.

### EXPENSES

The Training Edge, LLC will be reimbursed for all reasonable travel expenses for airline and ground transportation, hotel accommodations, meals, parking, tips and shipping of materials.