

Personal Effectiveness

Program Focus

This workshop has been developed to cover a number of key personal and interpersonal skills essential for success in today's business environment. Specifically we will look at assertiveness, building effective business relationships and communication.

Course Highlights:

Communication & Influencing Skills

- Understand the balance between verbal, non verbal and other components of communication & the impact this has on communication within the organisation.
- Understanding effective communication and the communication cycle
- Influencing versus manipulation
- How you are with people dictates how they respond to you & our influence over them
- How to find out what is important to other people and use this to your advantage when influencing

Assertiveness

- Recognize assertive, passive and aggressive behaviour.
- Make choices about how you behave and appreciate the consequences
- Utilise a simple, yet effective, assertiveness process to gain excellent results

Effective Business Relationships

- Evaluate your current business relationships and set objectives for how you would like them to be
- Review previous relationships; successes and failures
- Create flexibility and power within your relationship with integrity

Course duration – 2 days

Course Cost - £795.00 per delegate (plus VAT)