

Improving Communication Skills

Management & Leadership
Amsterdam (Netherlands)
20 - 24 Jan 2025

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Introduction

All human interactions are a form of communication. In the business world, nothing can be achieved without effectively communicating with employers, employees, clients, suppliers, and customers. If you look at the most successful business people in the world, you will see people who have mastered the art of communication. And that's the difference between being a good communicator and being an advanced communicator - advanced communication is a true art form. It requires practice, finesse, and a skill set that goes beyond those that the average person possesses.

Course Objectives of Advanced Communication Skills

- Difference between Communication Skills and Advanced Communication Skills
- Communication Basics, Process, and Elements
- Level up your Communication Skills
- Building Rapport
- Tools for advanced communication

Course Outlines of Advanced Communication Skills

Day 1

Introduction - Advanced Communication Skills

- What Is the Difference between Communication Skills and Advanced Communication Skills?
- Which Advanced Communication Skills?

Review of Communication Basics

- The Communication Process
- Elements of Communication
- Taking Your Communication Skills to the Next Level

Day 2

Examining the Communications Process

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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- Types of Input
- Filters
- The Internal Map, Internal State, and Behavior or Response
- Why This Matters

Day 3

Internal Representation

- Internal Representation of Our World
- Language as a Representational System
- Verbal Clues
- Visual Representation System
- Auditory Representational System
- Kinaesthetic Representational System
- Auditory Digital Representational System
- Eye Movements as an Indication
- Phrases for Use in Response to Each Representational System

Day 4

Building Rapport

- Six Steps to Building Rapport
- Calibration
- Perceptual Positions

Day 5

Tools for Advanced Communication

- Reframing
- Linguistic Tools for Advanced Communicators

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