

Communication and Influence

How often do we reflect on our performance after navigating a challenge or an opportunity and conclude that improved communication would have protected stakeholder relationships better? How often do we think that improved communication could have simplified and expedited the outcome? How often do we wish that we had the confidence to manage expectations better?

This programme supports the enhancement of personal communication skills, as well as improving messaging across platforms and with different stakeholders.

What is Involved

This one-day programme provides guidance on choosing communication platforms, and outlines different messaging styles to use when communicating with stakeholders.

- Defining Effective Communication
- Intention vs. Interpretation
- Communication Pitfalls
- Communication Platforms
- Mindset and Beliefs
- The Power of Positive Language
- Managing Expectations
- Dealing with Difficult Situations

Who Is It For?

This programme is designed for individuals who are keen to develop a constructive personal communication style, building confidence to work in and across teams.

Outcomes

This session will enhance communication techniques for those managing teams, sharing ideas or building relationships. By the end of the session, participants will:

- Have clarity on their own communication style
- Understand the key characteristics of communication
- Recognise common inhibitors to effective communication
- Have a clearer view on platform choices
- Be aware of limiting beliefs and recognise strategies to overcome them
- Be confident to set and manage expectations
- Have the tools to handle conflict professionally