

**Advanced Communication Skills***Course code: ACS1**Duration: 5 Days**Delivery method: Five 3-hour Online Zoom Sessions***About this course:***Who should attend?*

- Chairman, Chief Executive, Finance Director, Company Secretary, Board Members, Directors of Strategy, Directors of Policy, Directors of Departments, Deputy Directors of Departments, Heads of Departments, Deputy Heads of Department, Senior Managers, Advisers to Senior Management, Senior Project Managers

*By the end of the course delegates will be able to:*

- Apply effective verbal communications in all situations, with all people
- Use techniques to increase confidence and to influence people positively
- Apply assertiveness skills in leading and managing an organisation
- Demonstrate creative problem-solving techniques and develop sound decision-making abilities
- Develop and apply negotiation skills and techniques to a range of situations
- Apply NLP™ and Emotional Intelligence to self-development

**Day 1 - Verbal Communication Skills**

- Structure simple messages using appropriate language and delivery
- Listen attentively to ensure mutual understanding
- Generate productive and open discussions to solve problems
- Overcome the barriers to effective verbal communication

**Day 2 - Influencing Skills**

- Analysis of factors which influence people
- How to influence people without power and authority over them
- Chairing and participating in meetings which produce results
- Finding common ground and reaching agreement

**Day 3 - Assertiveness**

- Characteristics and skills of assertiveness
- Handling difficult people with confidence
- Giving feedback and receiving criticism constructively
- Responding appropriately to aggressive, assertive and passive people

**Day 4 - Introduction to Neuro-Linguistic Programming**

- What is Neuro-Linguistic Programming™ (NLP™)?
- How does NLP™ work?
- NLP™ for self-management and self-development
- Application of NLP™ to enhance performance of organisation, teams and individuals

**Day 5 - Emotional Intelligence and Body Language**

- Key principles, qualities and skills of Emotional Intelligence
- Application of EI to develop teams, individuals and respond to situations
- Sending the right messages through your non-verbal communication
- Interpreting the signals and gestures of body language of others



## Course bookings

In order to attend a BLS course, a written registration request must be sent by email to [enquiries@blsuk.com](mailto:enquiries@blsuk.com)

If the registration is accepted, the course administration department will issue the delegate with an acceptance letter and an invoice.

## Payment

Course fees **MUST** be paid at least **two weeks prior** to the course commencement. Failure to make payment on time will result in an automatic cancellation.

## Cancellations

Cancellations made up to seven days prior to course commencement will qualify for a full refund of the course fees. Cancellations made less than seven days prior to course commencement will not qualify for any refund.

All cancellation requests must be submitted in writing.

## Language

Fluency in English is an essential requirement for attending courses at BLS.

## Cheques

BLS will only accept a/c payee cheques that are made out to Business Learning Solutions Ltd. The invoice number and company name must be indicated clearly on the back. Cheques usually take up to five days to clear.

## Substitutions

Delegates registered on any course can be substituted at any time without risk of a penalty. Substitution requests must be made in writing.