



COMMUNICATION SKILLS

PLATO ACADEMY

How would you rate your ability to communicate?

Would you like to improve?

How will you know when you have achieved what you wish for?

Approach

The way you interact with others can be the key to your workplace success. Communicating under pressure, managing challenging relationships or looking to build lasting rapport, your style and interpersonal skill can make or break your chances of being effective.

You learn on this programme how to capitalise on your existing skills, fine-tune your approach and build a strategy for communication with real impact.

Everything we do is participative and interactive. There will be work in pairs, small group work, processes and exercises designed to stimulate, challenge and develop your knowledge and skills. There is even some fun!

Topics

- Blueprint of Experience
- Sensory Acuity
- Rapport
- Well Formed Outcome
- Flexibility

Training Objectives

At the end of this programme, you will be able to:

1. Understand how we communicate effectively.
2. Listen & respond more effectively.
3. Identify your strengths & development areas.
4. Increase your capacity to solve problems.
5. Deal with difficult conversations.

Duration

One Day

If you would like to discuss any one of our programmes please call on +44(0)7803 299337 or email: info@craighilesconsulting.com



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Programme Schedule

One Day

Introduction & Welcome

- Programme Objectives
- Personal Objectives
- Influencing With Integrity

The Blueprint Of Experience

- Representational Systems
- Filters On Experience
- The Four Pillars

Sensory Acuity

- Awakening Your Senses
- The Power Of Observation
- Representational System

Rapport

- Building Trust
- Clean Language Model
- Mirroring

Well Formed Outcomes

- The Seven Step Process
- Six WFO Questions

Flexibility

- Self Awareness
- Responsibility
- Managing Change

Personal Action Planning

Reflection, Discussion & Action

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