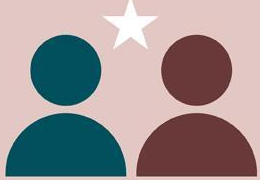
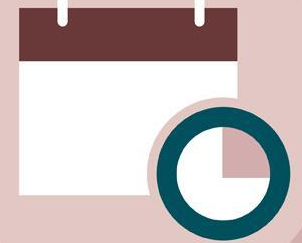


Brilliant

CUSTOMER SERVICE



Brilliant Networking Skills



Understand the dynamics of communication that are specific to networking.



Description

This workshop will provide participants with the insight and skills to be more effective business networkers, face-to-face and online. Understand the dynamics of communication that are specific to networking.

Become more confident and assured when 'working' a room. Improve their influencing skills, 'sell' themselves and promote their company.

Create their own personal network for 121 networking and referral generation.

Content

How to work a room – preparation and strategy

- Three things to know before you attend any event
- Non-verbal communication and art of rapport
- Breaking the ice – worked examples with practical demonstration

Communication dynamics in networking

- Why it is better to listen than talk
- Effective questioning and active listening
- Creating a natural and engaging conversation, 1-2-1 and in a larger group

Building relationships – follow-up and follow-through

- Maintaining a good database
- Developing a contact strategy with different types and levels of contact
- How to analyse your contact base



Who should attend?

All sales and marketing staff and managers, business owners and freelance staff.

Running time:

Morning session 09.00 to 13.00 or

Afternoon session 13.30 to 17.00



About the trainer

The course is delivered by Graham Roberts-Phelps, business skills training specialist.

Over the last twenty years Graham has personally trained or coached over 25,000 business professionals in 30 countries and hundreds of organisations.

Pricing

£149 +VAT per person

Contact us for early bird discounts.



A person is sitting at a wooden desk, working. They are holding a pen over an open notebook. To their right is a laptop displaying a software interface. In front of them is a tablet. The background is slightly blurred, showing a bright, indoor setting.

Brilliant

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