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Major: Personal Development

16 Courses & Course Notes

Certified for Adaptive Sales University

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Syllabus

01. Presentation Preparation and Structure

- Aims
 - The delegate will learn how to prepare and structure presentations for maximum effect.
- Key Learning Outcomes
 - Define clear goals and content for presentations
 - Explain how to structure a presentation for maximum clarity and impact
 - Open a presentation with confidence whilst making the right impression
 - Demonstrate how to learn how to memorize presentation content
- Who Would Benefit
 - Anyone who is tasked with delivering a presentation or looking for a role that may include the need for public speaking.

02. Making Dynamic Presentations

- Aims
 - The delegate will learn techniques in how to bring presentations to life.
- Key Learning Outcomes
 - Demonstrate how to use visuals to enhance your presentation and not to control it
 - Display how to appear calm, centered and in control when presenting
 - Apply techniques in linking topics convincingly
 - Show how to add interest to presentations with anecdote, metaphor and humor
- Who Would Benefit
 - Those looking at ways of delivering presentations with greater impact to the audience.

03. Using Persuasive Language in Presentations

- Aims
 - The delegate will learn the value of using persuasive language in order to achieve maximum impact for the selected audience.
- Key Learning Outcomes
 - By the end of this module the delegate can:
 - Identify language that is strong and not weak
 - Explain use of words that have maximum impact
 - State how to construct a persuasive presentation
 - Explain how to communicate with an audience confidently

04. Non-Verbal Communication

- Aims
 - The delegate will learn how to understand non-verbal messages and be able to use various techniques for understanding others and being understood clearly.
- Key Learning Outcomes
 - Explore why nonverbal communication is so powerful



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- Understand how physical proximity affects relationships
- Explore the concept of personal congruence
- Use the full repertoire of physical tools available to you
- Who Would Benefit
 - Anyone looking to improve how they interact with others.

05. Using NLP in Communication

- Aims
 - The delegate will learn how to use NLP in communications to engage the audience to maximum effect.
- Key Learning Outcomes
 - Understand what NLP is and how it can be used effectively
 - Recognize visual, auditory and kinesthetic people
 - Adapt your communication for maximum rapport with all types of people
 - Explain how to utilize different perspectives when communicating with others
- Who Would Benefit
 - Anyone who wishes to identify ways that they can improve communication and interactions with others.

06. Developing Confidence and Energy in Presentations

- Aims
 - The delegate will learn how to present confidently with presentations that have appeal and are engaging.
- Key Learning Outcomes
 - Explain how to manage and control performance anxiety
 - Show how to feel more confident and self-assured when delivering presentations
 - Demonstrate enjoying the experience of presenting
 - Give examples of how to connect with the audience
- Who Would Benefit
 - Anyone who delivers presentations and want to achieve greater resonance from the audience.

07. Creative Problem Solving

- Aims
 - The delegate will learn how to think creatively when looking to solve problems and bring a fresh perspective to bring about a satisfactory solution.
- Key Learning Outcomes
 - Describe different ways of thinking
 - Explain how to unlock latent creativity
 - Demonstrate how to brainstorm and innovate more successfully with others
 - Recognize and develop lateral thinking skills
- Who Would Benefit
 - This module will benefit anyone faced with problems and require tools to determine the best outcomes.

08. Problem Solving Models

- Aims
 - The delegate will learn how to utilize a number of problem-solving models enabling them to think more clearly and methodically through a problem or challenge.
- Key Learning Outcomes
 - Understand the role of balance in problem solving
 - Apply Force Field Analysis when solving problems
 - Understand and apply the Fishbone model
 - Learn to use the Zig-Zag model
- Who Would Benefit
 - Anyone requiring methods to allow them to reason out and resolve challenging issues.

09. Decision Making Strategies

- Aims
 - The delegate will learn the value of using decision making tools and concepts effectively.
- Key Learning Outcomes
 - Explain how to make decisions more quickly
 - Use a variety of creative and logical decision-making tools effectively
 - Understand how other people short-cut their decisions
 - Define how to help others decide more quickly
- Who Would Benefit
 - Those requiring a structure when faced with choices so that the best outcomes can be achieved.

10. Understanding Different Personality Types

- Aims
 - The delegate will learn how to distinguish different personality types and choose the best communication method for each.
- Key Learning Outcomes
 - Be able to understand the theory of personality types
 - Understand and explain how different personality types will react to situations
 - Describe how to learn to read people
 - Explain how to align and adjust to people
- Who Would Benefit
 - This module will help anyone wanting to understand how others behave and how to best interact with them.

11. Influencing Strategies

- Aims
 - To help delegates to be able to understand and use different influencing strategies when dealing with people.
- Key Learning Outcomes

- Explain the difference between influence and power
- Describe the key attributes and actions of great influencers
- Give examples of how to improve your personal network
- Demonstrate use of 7 influencing strategies
- Who Would Benefit
 - This module will have great relevance for those who may struggle to get their ideas and opinions over to others and provide a great refresher for anyone looking to maintain their authority.

12. Assertive vs. Aggressive Behavior

- Aims
 - The delegate will learn the key defining factors between assertive and aggressive behavior and how to act and react accordingly.
- Key Learning Outcomes
 - By the end of this module the delegate can:
 - Identify the key differences between assertive and aggressive behavior
 - Explain how to express opinions directly whilst respecting others
 - Demonstrate how to make appropriate requests and how to refuse requests with confidence
 - Recognize how to manage conflict with sensitivity
- Who Would Benefit
 - Anyone who builds relationships but either struggles themselves with being assertive or wants to develop strategies for managing situations where others may behave in an aggressive or dominant manner.

13. Building Rapport Quickly

- Aims
 - Establish how to initiate a conversation by building and maintaining rapport with another person or persons.
- Key Learning Outcomes
 - Understand and utilize verbal and non-verbal mirroring
 - Explain how to praise others in a sincere way
 - Recall the 5 different value types
 - Interpret another person's communication preferences to build rapport quickly
- Who Would Benefit
 - Anyone who needs to build relationships with others, but internally with colleagues and externally with suppliers and potential customers to make a positive impact upon them.

14. Using Different Communication Styles

- Aims
 - With our e learning communications skills program the delegate will explore the way in which people communicate using powerful words that create images, feelings and descriptions of the subject matter. Whether you are in a management role or require some degree of sales or consultative sales training

this module will greatly increase your ability to understand how using different styles in different scenarios will prove to be beneficial in any situation.

- Key Learning Outcomes
 - Explain how to use powerful imagery and metaphor in language
 - Explain the difference between auditory and visual communication
 - Identify emotive and kina esthetic language
 - State when and how to use different communication methods
- Who Would Benefit
 - Those who want to develop and modify communication techniques in order to have the greatest impact on their audience will benefit from this e learning communication skills program.

15. Unlocking Your Potential

- Aims
 - The delegate will learn to understand themselves better and be able to manage their time, energy and personal effectiveness more successfully.
- Key Learning Outcomes
 - Set clear and attainable goals
 - Understand how to boost your self-belief
 - Develop techniques to manage your state
 - Implement strategies and take action
- Who Would Benefit
 - This module is beneficial to anyone who wants to develop themselves and improve career possibilities.

16. The Power of Persuasion – Making Your Case

- Aims
 - The delegate will learn the value of enthusiasm, reasoning and influence to build a powerful and persuasive case in any scenario in order to achieve their objective.
- Key Learning Outcomes
 - Demonstrate the value of building enthusiasm into a discussion
 - Give examples of persuasive techniques
 - Explain Aristotle's 3 Pillars of rhetoric!
 - Apply powerful and persuasive language to any discussion
- Who Would Benefit
 - Anyone who wants to improve how their ideas and suggestions are received by others.