

€ TRAINING

Internal communication skills in institutions



4 - 8 November 2019
Milan (Italy)



Internal communication skills in institutions

REF: H3074 DATE: 4 - 8 November 2019 Venue: Milan (Italy) - Fee: 4500 Euro

Overview:

This practical course focuses on communication skills and negotiation arts. By studying verbal and nonverbal communication, participants will be able to communicate effectively. You will learn why sometimes you misunderstand what you are saying and how to ensure that your communication with others is understood correctly in the future. You will also learn how to deal effectively with others by listening actively and fully aware of body language. This course will help you understand the meaning of negotiation and how often you negotiate automatically. You will master how to plan negotiations and best practices to deal with the toughest and most able negotiators, develop strategies to be more effective in negotiations and learn when to withdraw from negotiations that will not produce the desired results. This intensive training course offers practical and other role-playing exercises that develop participants' ability to negotiate regardless of their level of negotiation skills.

During the course you will be able to:

- Internal communication process.
- Listening skills and asking questions.
- How to Communicate Nonverbally.
- Negotiation and planning process.
- Dealing with the most difficult negotiators.
- Practical workshops.
- How to use the negotiation schema.
- Self-assessment after negotiation.
- Plan and conduct technical and non-technical negotiations.
- How to be technically great.
- Dealing with negotiators.
- «Best practices» in preparation for any negotiations.

Course Content:

Module One:

- Communication skills.
- Interpersonal communication.
- Your role in ensuring clear communication between team members.
- How the team is flawed and how to fix it.

Module Two:

- Non-verbal communication skills.
- Learn how to read nonverbal references to others.
- Search for clues and hidden meanings.
- International nonverbal references that you may encounter.

Module Three:

- Interpersonal communication.
- Non-verbal communication and body language - use to enhance your posture.
- Use your voice to your advantage - tone, speed, style.
- Make a personal presentation - make the right impact.
- The discovery of obstacles to effective communication and overcome

Module Four:

- Contact the positive and assertive.
- To say yes and you know you should say no.
- Express your views directly and effectively.
- Participate in meetings and gain the cooperation of others.
- Use effective positive language.

Module Five:

- Persuasive and influential communication.
- Express your opinions, ideas, and requests with confidence.
- Convincing communication - gaining the consent of others.
- Make sure that your communication is clear, specific, and easy to understand.
- Understand and gain a more lively and effective listening skill.
- Enhance your interrogation skills.

Module Six:

- Difficult situations - trustful communication.
- Create a positive impression.
- Connect difficult or sensitive messages.
- Gain the cooperation of others and calm differences.

Module Seven:

- Listening and questioning skills.
- The difference between hearing and listening.
- Learn effective listening skills.
- Discuss barriers to effective listening.
- How and when to listen effectively.

Module Eight:

- Negotiation strategies.
- How and when to negotiate.
- Informal negotiations, informal and formal.
- Cultural differences in negotiations.
- Control your emotions.
- Individual patterns in negotiation.

Module Nine:

- Negotiation planning.
- How to plan for any kind of negotiation.
- What if you only have 5 minutes?
- Completion of negotiations from start to finish.

Module 10:

- Dealing with angry and conflict situations.
- What should you do and avoid?
- Dealing with disgruntled.
- How to control yourself in times of conflict.
- Addressing conflict situations in negotiation.

Module Eleven:

- Dealing with negotiators.
- Identify types of negotiators who are difficult to reach.
- How to keep calm.
- A plan to deal with any negotiator «difficult anchors».

Module Twelve:

- Negotiation strategies and tactics.
- Common tricks people follow.
- Anti-Scams.
- Manage your team in the negotiation process.

Module Thirteen:

- Situations of stalemate and inertia workshops.
- The escalation process to identify and understand past deadlock and deadlock situations.