

€ TRAINING

High Performance: Communication,
Influencing, Persuading & Negotiating



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Introduction:

Mastering the inter-related skills of communication, negotiation, and presentation is the key to success both for individuals building their careers and for the organizations in which they work. Drawing on classical learning, psycho-linguistic research, and ideas associated with NLP and Emotional Intelligence, this highly interactive and hands-on program helps participants explore and practice the principles and techniques they need to be effective communicators, negotiators, and presenters. Most importantly, it focuses on helping them apply these skills in the workplace as part of a process of continuous learning.

Course Objectives:

At the end of this course the participants will be able to:

- Communicate clearly and effectively both on a one-to-one basis and in group situations such as meetings.
- Build rapport and interpersonal relationships and develop their influencing skills.
- Resolve conflicts and differences through effective, creative, and mutually satisfactory negotiation leading where possible to win-win solutions.
- Maximize deal benefits in commercial negotiations.
- Make formal presentations to small and large groups with clarity and persuasiveness.
- Handle audience questions effectively and with integrity.
- Get support for new ideas and change initiatives.

Targeted Audience:

- Managers & Supervisors
- Team leaders
- Employees who want to gain great skills & knowledge to improve their career

Course Outlines:

Unit 1: Exploring Communication Skills:

- Course introduction and overview of course activities.
- Barriers to effective communication and how to overcome them.
- The interaction of verbal, non-verbal, and "hidden" elements in communication.
- NLP and Emotional Intelligence - developing sensitivity and building rapport.
- Briefing skills.
- Intra - and inter-team communications and meeting skills - ensuring constructive discussions.
- Assertiveness, conflict management, and emotional resilience.

Unit 2: Negotiating Skills:

- Negotiating Exercise 1.
- Preparation, planning objectives, and positions.
- Exploring deal variables and win-win opportunities.
- Structuring a negotiation.

- Bidding, bargaining, proposing, and closing.
- Creative negotiating - "thinking outside of the box".
- Negotiation Exercise 2.

Unit 3: Presentation Skills 1:

- Presentation Skills Exercise 1.
- Characteristics of effective presentations and presenters.
- Confidence and nerves.
- Determining content and level.
- Structuring a presentation.
- Making a case.
- Preparing for a presentation.
- Developing and using notes.
- Presentation Skills Exercise 2 Part 1.
- Using and abusing visual aids PowerPoint.

Unit 4: Presentation Skills 2:

- Stage management.
- Using your voice and body and facial expression.
- Choosing your words - psycho-linguistic research and the art of oratory.
- Presentation Skills Exercise 2 Part 2 - preparation.
- Presentation Skills Exercise 2 Part 3 - presentations and feedback.
- Managing the audience.
- Handling questions.

Unit 5: Presentation Skills 3/Communication and Influencing Skills:

- Presentation Skills Exercise 2 Part 3 - presentations and feedback cont'd.
- Presenting as a team.
- Introducing change and getting support - influencing skills and managing the "politics".
- Program review and action points.