

# Skilful Communications

£ £250 Per Person (exc. VAT)

 1 Day Course

Effective communication can be a challenge for even the most experienced of presenters, especially if the message to be communicated is a difficult one or there are barriers to communication in some way.

Anyone who has to deliver presentations to groups of any size would benefit from this course. This includes individual contributors, team leaders, department managers and senior leaders. The secret of effective communication comes down to two, very under-utilised skills: empathic listening and rapport. This half-day workshop serves as an introduction to the subject, giving you the elements of effective communication and the foundation upon which you can take your skills to another level with further practice and learning.

This course will ensure learners are able to:

- Understand the NLP Communication Model.
- Understand your own preferred communication style and how to flex that to the needs of your audience.
- Understand and be able to effectively build rapport, removing barriers to communication and enabling your message to be clearly received and understood.

## Course Content



### Session 1

- The keys to effective communication.
- The NLP Communication Model.
- Representational systems and the Representational systems preference test.
- Practice and exercises.



### Session 2

- The benefits of rapport - overcoming barriers to communication.
- The elements of build rapport.
- Rapport practice.



### Session 3

- Action planning, next steps and final questions.

## Apply for this course.

Apply for this course and ask any questions you may have by getting in touch with us via the contact methods below. You can also find information about this course and all of our other courses at our website, [www.wdr.co.uk](http://www.wdr.co.uk).