



Communication Power[®]

Enhancing your emotional intelligence

Professional Development Seminar

LEARNING OUTCOMES

- **LEARN HOW CONNECT WITH OTHERS; IN PERSON, ON THE PHONE OR WITH YOUR WRITTEN DOCUMENTS**
- **BUILD PERSONAL POWER AND SELF-ESTEEM BY USING A MORE CONFIDENT COMMUNICATION STYLE**
- **DEVELOP A KEENER AWARENESS OF YOUR EMOTIONAL INTELLIGENCE SKILLS**
- **REDUCE THE STRESS THAT IS EXPERIENCED FROM DEALING WITH DIFFICULT PEOPLE AND TOUGH SITUATIONS**

In the workplace today, interpersonal and communication skills are just as important as a person's technical abilities. What is communication? It's a process in which two or more people share meaning, information and personal feelings. In business, good communication is the key to building relationships and poor communication is responsible for burning bridges.

All sorts of workplace transactions depend on having a set of excellent communication skills. If your team are going to be effective communicators, they need to learn to listen actively and to apply a personal communication style to the people they are with or in situations they are in at that moment.

As you know only too well, how you get your message across to a colleague in one situation could be a major catastrophe in another with an angry customer.

At *Communication Power*[®] participants discover that the secret to effective communication is to develop a wide variety of powerful communication and emotional intelligence skills. Having these skills allows your managers and staff to choose the skills that will be the most effective in whatever professional or personal situation they are in.

At the one-day *Communication Power*[®] program, your people learn how to use an array of EQ skills, including verbal and non-verbal techniques, discover how to deal with challenging customers or colleagues and gain insights into getting their message across clearly and credibly. By using these new emotional intelligence and communication techniques participants learn how to effectively engage others, listen actively, prevent misunderstandings, build customer loyalty, and strengthen every working relationship.

- ✔ Communicate with confidence, assurance and authenticity.
- ✔ Build instant rapport and learn how to connect with others.
- ✔ Increase your level of personal influence and emotional intelligence.
- ✔ Understand the other person you are talking and communicating with; see their "world view" and learn how to get the very best out of your interactions with them.



Seminar Overview

What's Included

SESSION OUTLINE

(One-Day Program 8:30 – 5:00pm)

SESSION 1

- The principles of effective communication and understanding why communication fails
- Building self-awareness, self-esteem, self-respect, self-confidence and self-motivation.
- Discovering your communication impact through preparation and presentation.
- Understanding yourself and your own personal communication style and preferences.

SESSION 2

- Insights into the strengths & weaknesses of the different communication styles.
- Understanding the foundations of (E.Q) Emotional Intelligence.
- The 4 aspects of your E.Q (Emotional Intelligence).
- How to better manage your relationships and communication by using a higher level of E.Q.
- Using behavioural styles skills and emotional intelligence to bring out the best in others.

SESSION 3

- Discover more about aggressive, passive, and assertive behaviour.
- Secrets to gaining composure and self-control through better communication when dealing with unreasonable or difficult people.
- Positive communication to diffuse emotions. Words and phrases that can ruin your credibility.

SESSION 4

- Communication techniques when negotiating and strategies in meetings and presentations with others.
- Developing systems, processes and procedures for remembering how and where to apply these new skills.



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, training manual and reference material. In addition, participants receive password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

ON-LINE COACHING AFTER THE TRAINING

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to complimentary e-Coaching.

This unique coaching program can be undertaken 14 days after the initial training.

At the comfort of their desk and at a time which suits them, participants enjoy this coaching session which reinforces all that has been learnt at this development program.



CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



CONTACTING US

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