

HIGH IMPACT COMMUNICATION SKILLS FOR MANAGERS & SUPERVISORS

An intense idea packed seminar! Learn to communicate at all levels more clearly and effectively.

COURSE CONTENT

In this training program Benson & Company will show you (and your colleagues) how to develop the skills that are simple, but highly effective in direct Human-to-Human communication. The fundamentals are easy to understand – the applications of these fundamental skills are almost infinite! As you practise with them you will become more skilful and effective. And you will have the balance of your lifetime to prove and benefit from their use.

No matter what your responsibility, you must communicate. Whether verbal or non-verbal, intentional or unintentional, active or passive, communication occupies up to 75% of your day. In this seminar will give you the proven principles and techniques for enhanced interpersonal communication.

Just Some of the Key Elements:

- **How do you deal with 'hard to talk to' people?** The solution is already within you – it is just a matter of bringing it out. Once you know this, the barriers will begin to melt as these people begin to talk to you.
- **How to turn unwanted conflict into positive dialogue.** Understand why “conflict” exists. Then know how to turn this into a positive force for understanding and change.
- **When only 7% of communication is in the actual words, how do you maximise the 93% non-verbal communication.** The other vehicles of communication, beyond words, are fun to learn about and even more fun to practise with. However, when they are applied in your working environment (and home) they deepen communication and create greater and more beneficial understanding.
- **Use the practical 'paraphrasing' method to ensure the message is understood.** Language is imperfect. This paraphrasing and feedback method reduces misunderstanding to minimal levels.
- **8 steps to ensure speakers feel listened to.** Dialogue, not monologue, is the watchword of great communicators. There is much that a listener can do to make dialogue the outcome. These 8 steps will ensure that you get maximum understanding and enhance the underlying communication between you and them; as you do the benefits will become very obvious.
- **Use persuasive communication skills to convince others of your message.** As you combine the 3 main skills of communication with the 3 main modes of communication and add 1 simple negotiating tool you will find that they are convincing themselves. There is no stronger persuasion than “self-persuasion”. Learn how to do this better and more often.
- **Best uses of humour.** Humans love to laugh... but, what type of humour? How often? When? And, what to do if it doesn't quite work (understanding the professional's method).
- **Understand negative, neutral and positive talking styles.** Talking style indicates perspective. Perspective (when understood) gives the starting point for effective communication. They are telling you “how” to communicate with them. With this knowledge you can really understand them.
- **Oops! Did I really say that out loud?** How to recover quickly from a blunder, verbal or otherwise. How to do it graciously and with the minimum of offense.
- **How do you communicate 'bad news' tactfully and in a professional tone?** Sometimes you have no control over the events, but you still have to communicate them. How do you factually and effectively break bad news? Why should you? What do you do next to move things forward?

Talking is the least (and weakest) of the three main face-to-face communication skills. Being a good speaker does not always mean you're a good communicator. Learning to communicate effectively so that you can be understood is a skill not reserved for professional orators. Being a “moderately good” communicator can secure those benefits when you understand the underlying principles of human interaction. Being a great communicator will always provide you with more opportunities to influence those around you.



THE BEST PRINCIPLES OF Interpersonal Communication in Action

CONTENT CONTINUED...

- **How do you hammer out agreements where everyone wins?** Maybe you have heard of Win-Win, but how does it really work? How do you all walk away from the table in a spirit of mutual understanding and co-operation? Why is consensus superior to compromise?
- **Identify and eliminate repetitive language.** Sometimes we say the same things over and over and over again. Are you aware of it? How do you say what you need to say more effectively?
- **When do you use 'open and closed' questions?** Why should you? How do you craft them? How do you create a series of these questions to maximise understanding and agreement? When you know, you become a powerful communicator.
- **Key listening principles to ensure you really understand.** Learn how to listen attentively and confirm understanding so that you know you understand; and others know you understand what they really meant.
- **Learn the feedback loop between you and your team.** What is it? Is it currently positive, negative or neutral? How do you turn it into an even more effective communication tool?
- **How to react to mistakes...** without belittling or insulting. With a small change of perspective and a little re-framing, these mistakes can become a valuable asset. This is how you overcome that which is natural to do and become one great team leader.
- **And Much, Much More...**

Build rapport with anyone – even people you have had difficulty communicating with in the past. In this course you will learn the proven methods of professional communicators, learn to give instructions that are understood first time and stop wasting valuable energy. Become a 'communication entrepreneur' and take advantage of communication opportunities every day!

"I have now reviewed the workshop evaluation sheets my staff completed on the day, and was impressed to see that you received an almost perfect score as Overall Programme Leader!" **Cotswold & Vale Primary Care Trust**

"Following the delivery of the workshop, it was evident as indicated on the Post – Course Reaction Sheets that [the trainer] had taken on board my comments and incorporated the key points into his presentation. Each trainee commented that the course content covered their anticipated learning objectives. In addition, below are a few selected comments about [his] training style. Made the course enjoyable with his style of presentation. Well presented, very interesting, lively and I would recommend to others. Enthusiastic and interesting". **The Patent Office**

Our consultants and trainers are extremely experienced and talented professionals. We can create a program covering other topic areas that you may want to explore. Please contact us at info@bensonandcompany.net for more information about any of these or the following:

- | | | |
|--|---|---|
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Project Management | <input type="checkbox"/> Communication Skills |
| <input type="checkbox"/> Dealing with Difficult People | <input type="checkbox"/> Stress Management | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Leadership Skills | <input type="checkbox"/> Supervisory Skills | <input type="checkbox"/> Personal Assertiveness |
| <input type="checkbox"/> Team Building | <input type="checkbox"/> Customer Service | |

If you would like additional information on Benson & Company Key-note and Business Speaking services, call or email us at the address below.



John Lewis



Benson & Company

UK Office:
Liberty House
Regent Street
London
W1B 5TR

West Coast USA:
633 West Fifth Street
Los Angeles
CA 90071

East Coast USA:
750 Third Avenue
New York
NY 10022

E: info@bensonandcompany.net
W: www.bensonandcompany.net