

## **Communicating and Presenting Yourself with Confidence**

### **What is it all about?**

We communicate all the time but we rarely think about it. Ineffective communication is a serious personal and organisational problem. Through self-analysis, role-plays and skills development delegates are given the means to become more effective communicators. Important areas covered include: body language, hidden agendas, introductions, handling aggression, voice modulation, self-barriers and listening skills.

Delegates will become more confident in handling client meetings & presentation, presenting their case to Insurers and building relationships with colleagues. By the end of this one day course participants will be able to communicate more skilfully with a greater awareness of how to achieve an appropriate impact.

We use the Insights Discovery system throughout this course and delegates will be provided with a 25+ page personal profile.

### **How long?**

1 day

### **Who should attend?**

Anyone wishing to review and improve their ability to communicate with others face to face in meetings, or on the telephone.

### **What will you learn?**

- The barriers to effective communication
- The components of excellent communication
- Verbal and non verbal communication
- Determining the skills required
- Pitfalls and barriers
- Choosing and using a range of behaviours
- Identifying individual style
- Insights Discovery Personal Profiles
- Understanding the different styles
- Adapting your style
- Managing emotions with communication
- Influencing others
- Body language and behaviour
- Listening skills
- Behaving confidently
- Feedback - encouraging accurate and fair feedback

**training to make a difference**