

## Course Outline

Communication & Assertiveness Skills	Content
<p>We communicate all the time but we rarely think about it. Ineffective communication is a serious personal and organisational problem. Through self-analysis and skills development delegates are given the means to become more effective communicators. Important areas covered include: assertive behaviour, body language, hidden agendas, introductions, handling aggression, voice modulation, self-barriers and listening skills.</p> <p>Delegates will become more effective, positive and confident in when communicating with clients, insurers and colleagues either face-to face or on the telephone.</p> <p>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.</p> <p>We use the Insights Discovery system throughout this course and delegates will be provided with a 25+ page personal profile.</p> <p><b>Who will benefit?</b></p> <p>Anyone wishing to review and improve their ability to communicate with others face to face in meetings, or on the telephone.</p>	<ul style="list-style-type: none"> <li>• The barriers to effective communication</li> <li>• The components of excellent communication (face to face &amp; telephone)</li> <li>• Verbal and non verbal communication</li> <li>• Determining the skills required</li> <li>• Choosing and using a range of behaviours</li> <li>• Identifying individual style and how you are perceived by others</li> <li>• Insights Discovery Personal Profiles</li> <li>• Understanding the different styles</li> <li>• Adapting your style</li> <li>• Understanding Assertiveness</li> <li>• Managing emotions with communication</li> <li>• Body language and behaviour</li> <li>• Listening skills</li> <li>• Behaving confidently</li> <li>• Feedback - encouraging accurate and fair feedback</li> </ul>