



# COMMUNICATING WITH IMPACT

We communicate all the time but we rarely think about it. Being able to communicate with impact is an important personal and organisational skill. 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 be given appropriate tools to communicate more skillfully, with greater awareness of how to achieve desired impact.

- Understanding the barriers to effective communication
- Verbal and non-verbal communication
- Managing emotions with communication
- Identifying individual style

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TO BOOK YOUR PLACE



UNDERSTANDING THE  
BARRIERS TO  
EFFECTIVE  
COMMUNICATION

VERBAL AND NON-  
VERBAL  
COMMUNICATION

CHOOSING AND USING  
APPROPRIATE  
BEHAVIOURS

INFLUENCING OTHERS

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