

PERSONAL DEVELOPMENT & COMMUNICATION MASTERY



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ABOUT THE COURSE

On this 1-day workshop you will learn personal development and communication techniques to boost your confidence in workplace.

You will learn to set clear goals, communicate with authority, make an impression, and influence people.

SETTING GOALS AND OBJECTIVES

- Why set goals?
- SMART goals
- How to Achieve Goals

VERBAL COMMUNICATION SKILLS

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

NON-VERBAL COMMUNICATION SKILLS

- Body Language
- The Signals You Send to Others
- It is Not What You Say, it is How You Say It

MAKING SMALL TALK AND MOVING BEYOND

- The Four Levels of Conversation

MOVING THE CONVERSATION ALONG

- Asking for Examples
- Using Repetition
- Using Summary Questions
- Asking for Clarity and Completeness

REMEMBERING NAMES

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh I've Forgotten Your Name

INFLUENCING SKILLS

- Seeing the Other Side
- Building a Bridge
- Giving in Without Giving Up



BRINGING PEOPLE TO YOUR SIDE

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

SHARING YOUR OPINION

- Using I-Messages
- Disagreeing Constructively
- Building Consensus

MAKING AN IMPACT

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

