

Communication takes real skill. We are constantly communicating, but are we always communicating the messages that we intend to? This workshop will increase your awareness of behaviours and build your confidence and ability in managing communications. You will learn skills for communicating powerfully, sending clear messages, and conducting challenging conversations, without damaging working relationships. A good grasp of the concepts of emotional intelligence enables you to increase your own self-awareness, have greater control over your interpersonal and intrapersonal communication and build trusting relationships with others.

This workshop will enable you to:

- Communicate with confidence in challenging situations
- Increase your self-awareness of emotional intelligence
- Control disruptive emotions and impulses
- Use your interpersonal skills to engage with others to achieve positive results

Content

- An overview of the key concepts of EI
- Controlling disruptive emotions and impulses
- Being aware of others' emotions and their impact on you
- Managing the effect of intrapersonal messages on verbal and non-verbal communication
- Use your interpersonal skills to engage with others
- Increasing your personal influence
- Demonstrating and building stronger and trusting relationships with others
- Using your EI to support others to accept new ideas, new approaches and new information
- Listen to understand, affirm and manage resistance
- Use emotions in communication to motivate others to achieve goals
- Apply the workshop learning to your own situations
- Develop personal strategies to achieve new outcomes
- Increasing your energy and effectiveness under pressure
- Personal action plans

Duration

1 Day

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