Mastering Communication, Negotiation and Presentation Skills Training

Description

Introduction

Mastering the inter-related skills of communication, negotiation and presentation is the key to success both for individuals building their careers and for the organisations in which they work.

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Drawing on classical learning, psycho-linguistic research and ideas associated with NLP and Emotional Intelligence, this highly interactive and hands-on programme helps participants explore and practise the principles and techniques they need to be effective communicators, negotiators and presenters. Most importantly, it focuses on helping them apply these skills in the workplace as part of a process of continuous learning.

objectives

- Communicate clearly and effectively both on a one-to-one basis and in group situations such as meetings
- Build rapport and interpersonal relationships and develop their influencing skills
- Resolve conflicts and differences through effective, creative and mutually satisfactory negotiation leading where possible to win-win solutions
- Maximise deal benefits in commercial negotiations
- Make formal presentations to small and large groups with clarity and persuasiveness
- Handle audience questions effectively and with integrity
- Get support for new ideas and change initiatives

Contents

Day One

Exploring Communication Skills

- Course introduction and overview of course activities
- Barriers to effective communication and how to overcome them

- The interaction of verbal, non-verbal and ‘hidden’ elements in communication
- NLP and Emotional Intelligence – developing sensitivity and building rapport
- Briefing skills
- Intra – and inter – team communications and meeting skills – ensuring constructive discussions
- Assertiveness, conflict management and emotional resilience

Day Two

Negotiating Skills

- Negotiating Exercise 1
- Preparation, planning objectives and positions
- Exploring deal variables and win-win opportunities
- Structuring a negotiation
- Bidding, bargaining, proposing and closing
- Creative negotiating – ‘thinking outside of the box’
- Negotiation Exercise 2

Day Three

Presentation Skills 1

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- Presentation Skills Exercise 1
- Characteristics of effective presentations and presenters
- Confidence and nerves
- Determining content and level
- Structuring a presentation
- Making a case
- Preparing for a presentation
- Developing and using notes
- Presentation Skills Exercise 2 (Part 1)
- Using and abusing visual aids (PowerPoint)

Day Four

Presentation Skills 2

- Stage management
- Using your voice and body and facial expression
- Choosing your words – psycho-linguistic research and the art of oratory
- Presentation Skills Exercise 2 (Part 2 – preparation)
- Presentation Skills Exercise 2 (Part 3 – presentations and feedback)
- Managing the audience
- Handling questions

Day Five

Presentation Skills 3/Communication and Influencing Skills

- Presentation Skills Exercise 2 (Part 3 – presentations and feedback) cont'd
- Presenting as a team
- Introducing change and getting support – influencing skills and managing the 'politics'
- Programme review and action points

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