

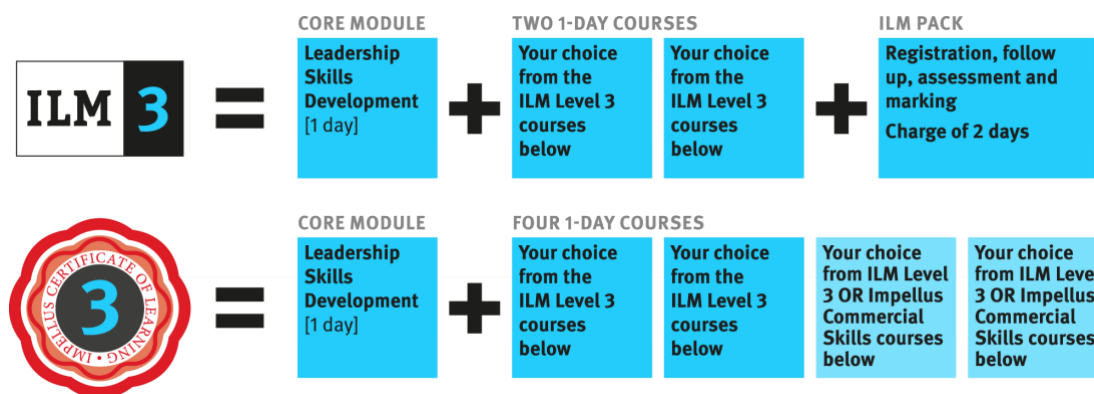
# Effective Communication Skills

AN IMPELLUS LEADERSHIP AND MANAGEMENT COURSE

The course opens the communications cycle: how people communicate and how this affects others' behaviour towards them. The material allows delegates to comfortably examine communication techniques as well as strategies for ensuring that their message, and all-important information, is consistently and clearly taken by their team in the intended way. The course works well for people with all manner of natural styles.

For all dates and venues, see [here](#) or call **0800 619 1230**

This course can be taken individually or as an optional module that can lead to an ILM Level 3 Award in Leadership and Management. It can also be taken as an optional module for an Impellus Certificate of Learning at Level 3.



**Optional ILM courses:** Coaching Skills for Managers, Delegation and Time Efficiency, Developing Winning Teams, Effective Communication Skills, Managing and Appraising Performance, Managing Change and Innovation.

**Optional Commercial Skills courses:** Finance for non-financial Professionals, Key Account Management, Negotiation Skills & Techniques, Presentation Skills & Techniques.

## ONLINE TRAINING SCHEDULE

<b>9:30 – 9:45</b>	Welcome, overview and introduction to the programme	
<b>9:45 – 11:15</b> (inc. mini break)	<ul style="list-style-type: none"> <li>Exploring effective communication</li> <li>Identifying the barriers to effective communication</li> </ul>	<ul style="list-style-type: none"> <li>How the subconscious mind controls our actions and thoughts</li> <li>Using NLP presuppositions to gain perspective</li> </ul>
<i>The first session of the day will help delegates to understand how environmental and personal barriers can get in the way of effective communication and how the conscious and subconscious minds affect our perception of reality. Focus then turns to using NLP presuppositions to help see the world from others' perspectives.</i>		
<b>11:15 – 11:30</b>	Break	
<b>11:30 – 13:00</b> (inc. mini break)	<ul style="list-style-type: none"> <li>The perception cycle – the impact of perception and stereotypes</li> <li>Ego states – increasing awareness of our natural position</li> </ul>	<ul style="list-style-type: none"> <li>Profiling challenging individuals to develop communication strategies</li> </ul>
<i>During this session delegates will explore perceptions and their impact before gaining an understanding of ego states and how to communicate more effectively to achieve better outcomes. They will then explore how to adapt behaviour to create and maintain positive relationships with people they need to influence.</i>		
<b>13:00 – 14:00</b>	Lunch	
<b>14:00 – 15:15</b> (inc. mini break)	<ul style="list-style-type: none"> <li>D.I.S.C. communication profiles – understanding and working with other styles</li> <li>Analysing the people we interact with to achieve better outcomes</li> </ul>	<ul style="list-style-type: none"> <li>The Communication Cycle – encoding our messages to achieve our desired result</li> </ul>
<i>In this session delegates will understand how our messages can be interpreted or misinterpreted before reflecting on their own communication preferences using D.I.S.C.. They will then build a picture of others to enhance their influencing skills.</i>		
<b>15:15 – 15:30</b>	Break	
<b>15:30 – 16:00</b>	<ul style="list-style-type: none"> <li>Perceptual positions – reflecting on challenging interactions to adapt future communication strategies</li> </ul>	<ul style="list-style-type: none"> <li>Bringing it all together and action planning</li> </ul>
<i>The final session of the day offers delegates the opportunity to analyse past challenging conversations and plan how to improve future conversations. The day concludes with everybody creating their own learning and action plans.</i>		
<b>16:00 – 16:30</b>	Optional Q&A. Questions taken live or by email for answering later	

## IN-PERSON TRAINING SCHEDULE

<b>9:00 – 9:30</b>	Delegate registration, refreshments, networking opportunity	
<b>9:30 – 10:00</b>	Welcome, overview and introduction to the programme	
<b>10:00 – 11:15</b>	<ul style="list-style-type: none"><li>• Exploring successful communication</li><li>• Identifying the barriers to effective communication</li></ul>	<ul style="list-style-type: none"><li>• How the subconscious mind controls our actions and thoughts</li><li>• Using NLP presuppositions to gain perspective and leverage</li></ul>
	<i>The first session of the day will help delegates to understand how environmental and personal barriers can get in the way of effective communication and how the conscious and subconscious minds affect our perception of reality. Focus then turns to using NLP presuppositions to help see the world from others' perspectives.</i>	
<b>11:15 – 11:30</b>	Break and networking opportunity	
<b>11:30 – 13:00</b>	<ul style="list-style-type: none"><li>• The perception cycle – the impact of perception and stereotypes</li><li>• Ego states – increasing awareness of our natural position</li></ul>	<ul style="list-style-type: none"><li>• Profiling challenging individuals to develop communication strategies</li></ul>
	<i>During this session delegates will explore perceptions and their impact before gaining an understanding of ego states and how to communicate more effectively to achieve better outcomes. They will then explore how to adapt behaviour to create and maintain positive relationships with people they need to influence.</i>	
<b>13:00 – 14:00</b>	Lunch	
<b>14:00 – 15:15</b>	<ul style="list-style-type: none"><li>• D.I.S.C. communication profiles – understanding and working with other styles</li><li>• Analysing the people we interact with to achieve better outcomes</li></ul>	<ul style="list-style-type: none"><li>• The Communication Cycle – encoding our messages to achieve our desired result</li></ul>
	<i>In this session delegates will understand how our messages can be interpreted or misinterpreted before reflecting on their own communication preferences using D.I.S.C.. They will then build a picture of others to enhance their influencing skills.</i>	
<b>15:15 – 15:30</b>	Break and networking opportunity	
<b>15:30 – 16:30</b>	<ul style="list-style-type: none"><li>• Perceptual positions – reflecting on challenging interactions to adapt future communication strategies</li></ul>	<ul style="list-style-type: none"><li>• Bringing it all together and action planning</li></ul>
	<i>The final session of the day offers delegates the opportunity to analyse past challenging conversations and plan how to improve future conversations. The day concludes with everybody back together to explore their own learning and action plans.</i>	

All Impellus courses are designed to be enjoyable and highly informative. Delegates are given a welcoming and comfortable environment in which to reflect, challenge and learn. The focus is on being able to bring new skills and thinking back into the workplace.