
How to Become a Better Communicator

Excellent interpersonal communication skills are the most potent career and personal skills you can possess. In this live, virtual course, you'll learn how to become a better communicator and how to communicate effectively and confidently with these practical and proven techniques and skills that are essential not only for managers, supervisors and team leaders, but for anyone at any level looking for better relationships, greater success and more respect!

Session 1

Rapport and Credibility: Increasing Your Impact and Influence

- Outline how to use the first four minutes to make a dynamite impression on anyone you meet
- Develop tactics to ensure your words and actions tell others you're a credible, reliable professional
- Describe how to "break the ice" and get a good conversation going, even with a stranger
- Outline the steps you can take to increase the level of trust, cooperation and support from your co-workers, your employees and your boss
- Assess how you measure up with the 15 vital interpersonal skills shared by influential people
- Realize why it really does matter whether or not people like you — and how to make it happen

Session 2

Clear and Assertive Communication Skills

- Discover how to think on your feet when challenged
- List the nine steps of assertive communication and three easy-to-use assertive listening techniques
- Learn how to effectively handle put-downs, slurs and insults and positive techniques for delivering constructive feedback
- Detail how to accept and learn from negative feedback and how to handle criticism in front of others
- Describe the seven most difficult personality types and how to deal with each
- Outline the six basic steps for dealing with all negative behavior
- Understand how your thinking style affects your ability to handle difficult people

Session 3

Polishing Your Image and Professionalism

- Describe how to correctly "set the stage" for every interaction and avoid the most common blunders that create a negative impression
- Identify the single biggest factor that determines whether or not people take you seriously and three ways you can demonstrate that you're a positive and self-confident professional
- Practice the six basic rules of business etiquette and recognize and eliminate unconscious sexism from your speaking and writing
- Understand the proper way to do business introductions and other important etiquette tips to remember