

## Communicating with Clarity



**Ensuring you clearly understand and getting your message across are the two keys to enhancing value in all business relationships.**

### Who is it for?

Ideal for anyone looking to enhance their interpersonal relationships as well as their effectiveness to present a clear and positive message in work situations.

### Overview

Success depends upon being understood, understanding others and communicating well together. Avoiding misunderstandings and potential conflict is vital to building healthy working relationships. A major part of this is understanding our own communicating style, behaviours, how we influence people and how to use your style to create effective business relationships.

### Workshop Objectives

- Identify personal barriers to communicating and motivating others.
- Apply a four step conversational technique to build rapport.
- Identify personal communication style and associated behaviours.
- Apply the transmitter skills of headlining, detailing and summarising.
- Practice the receiver skills of active listening, questioning and paraphrasing.

### Investment

Total investment for this one day workshop is £185 per person. Alternatively, this workshop can be delivered internally to your organisation for a total investment of £1450. Based on a group size of ten persons, this reflects an investment of £145 per person. This cost includes all relevant materials but excludes any costs associated with the venue.

### Ilm Accreditation (optional)

For an additional investment of £79.00 per person, and on successful completion of this workshop and associated action plan, the Institute of Leadership and Management (ilm) will acknowledge the participant through the Development Award and twelve months ilm membership which includes access to online support materials, study guides and career development support.