

The ability to influence others, build relationships, manage conflict and communicate your thoughts effectively are vital skills in today's working environment. This course uses a combination of case studies and practical exercises to help you develop the key skills required to communicate your thoughts and views effectively at work

Course Information

Duration:	One day	Location:	London
Cost:	Public course: £325 plus VAT Individual tuition: £495 plus VAT	Dates:	Please call 020 7359 9880 or visit www.lcmj.co.uk

Key topics

- Principles of effective communication
- Being assertive and positive
- Influencing others
- Rights and responsibilities
- Providing feedback
- Communicating with difficult people

Course Outline

The principles of effective communication

- What is communication
- How people communicate both verbally and non verbally
- Understanding different behaviour types: passive, aggressive and assertive behaviour
- Why assertive behaviour is vital for communication to be effective

Being assertive, being positive and influencing others.

- Understanding how you currently communicate
- Changing the way you interact with work colleagues or clients to maximise your influence
- Stating your views
- Why and when to explain your motives and reasoning
- Using incentives and establishing expectations
- Using open or closed questions
- Building common ground
- Influencing outcomes by changing your internal frame of mind

Rights and responsibilities

- Understanding your rights and responsibilities at work

Providing feedback

- How to give constructive feedback
- Getting more from people you work with
- Changing the way you are managed
- Positive means productive
- Avoiding unnecessary confrontation

Communicating with difficult people

- Developing strategies and techniques for communicating and dealing effectively with difficult situations
- Dealing with aggressive or difficult people

Practical exercises

All courses at the London College of Media and Journalism are supported by six months telephone Helpline support.