

Course Title	Strategic Communication	Duration	Two Days	Organisational Development
Outcomes	By the end of this training, your delegate will : <ul style="list-style-type: none"> • Identify their own and others-preferred communication styles. • Understand what core values are and how they influence workplace behaviour. • Be able to adapt their communication style to maximise workplace relationships. • Understand the impact of <i>Emotional Intelligence</i> on the workplace. 			
Prerequisites	None			
Session	Aim	Content		
Introduction	To explain the aims of the course and understand particular objectives of individuals.	<ul style="list-style-type: none"> ◆ Introductions ◆ Understand the objectives and the process of the course ◆ Agree what outcomes are required 		
Styles	To identify their own and others-preferred communication styles.	<ul style="list-style-type: none"> ◆ Lead representational system ◆ Preferred representational system ◆ Seeing other points of view ◆ Some meta-programmes ◆ Rapport ◆ Calibration 		
Values	To understand what core values are and how they influence workplace behaviour.	<ul style="list-style-type: none"> ◆ Logical levels of learning and change ◆ Hierarchy of values or criteria ◆ Organisational, strategic and process values ◆ Conflicts between values 		
Adaptability	To be able to adapt their communication style to maximise workplace relationships.	<ul style="list-style-type: none"> ◆ Why change - <i>Ashby's Law</i> ◆ Twenty questions ◆ Mental rehearsal ◆ Resource anchoring ◆ Modelling 		
Emotional Intelligence	To understand the impact of <i>Emotional Intelligence</i> on the workplace.	<ul style="list-style-type: none"> ◆ Emotional intelligence ◆ The ability-based model ◆ Emotional intelligence at work ◆ Top tips and tools 		
Book this course now :				
Cost	£2,000 for up to 12 delegates on an in-house event			
To book this event	Tel : 0330 022 8262 e-mail : bookings@its-training-uk.com			

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