

Course Title	Psych Call - <i>speaking and listening more effectively</i>	Duration	One Day	<i>Advanced Communications</i>
Aim	<p>If your role involves interactions over the 'phone, this is the course for you! You speak to people on a regular basis, and you understand how it can sometimes be a real challenge to communicate effectively when you can't see them! You want to build trust, engage with the interviewee, get the best information from them and spot when they might not be telling the truth. It's easy to see that the most important skill is to be able to get inside the interviewee's head.</p> <p>Don't come on the course unless you want to discover how your behaviour changes their behaviour, find out how to spot non-verbal 'leakage' (when you can't see someone!) and learn how you can change language to improve your rapport building.</p> <p>Don't just settle for good, become a first class interviewer.</p>			
Prerequisites	None			
Outcomes		Content		
Be able to use an appropriate open style of interviewing.		<ul style="list-style-type: none"> • The PEACE model • Conversation management • <i>Open questions or Instructions to Speak?</i> 		
Identify your behaviours that have an impact on the interview situation and, where necessary, change them.		<ul style="list-style-type: none"> • Visualisations – the right frame of mind! • Setting SMART goals • Self-fulfilling prophecy • Facilitative or directive? • Eliciting their strategies 		
Learn how <u>their</u> language matters, how to spot it and how to use it.		<ul style="list-style-type: none"> • What is 'Rapport'? • Reframing • The power of predicates • Representational systems 		
Discover and practice a number of techniques that help to identify and resolve problems.		<ul style="list-style-type: none"> • Calibration • Auditory lie and stress detection • Conditional closes 		
Book this course now :				
Cost	Price Code A			
To book this event	Tel: 08454 300 262 e-mail: bookings@its-training-uk.com			