

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	Price Code D			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG Tel: 08454 300 212 e-mail : sales@its-training-uk.com			