

Planning to Communicate

Duration: 25mins

Overview:

This topic shows you what to consider when thinking ahead and planning your communication – in one-to-one and group interactions, formal and informal and in writing.

Outcomes:

- ✓ Understand how to communicate one to one
- ✓ Know how to communicate to a group
- ✓ Understand the differences between formal and informal situations
- ✓ Know how to communicate in writing.

Summary:

- ✓ Planning
- ✓ Your audience
- ✓ Where to meet
- ✓ Structure
- ✓ Review.

Expressing Yourself

Duration: 45mins

Overview:

This topic examines how you can express yourself in the most effective way with different people in different situations. It also looks at how you might be perceived by your listener and how your relationship affects the interaction.

Outcomes:

- ✓ Know how to express yourself effectively
- ✓ Know how you are perceived by others
- ✓ Know how the interaction is affected by your relationship
- ✓ Know how your relationship is affected by the interaction.

Summary:

- ✓ Impression management
- ✓ Getting and keeping attention
- ✓ Content
- ✓ Interacting with the audience
- ✓ Communication climate.

What is Influencing?

Duration: 35mins

Overview:

This topic gives some useful background information about influencing attitudes and behaviours in others. It also describes a range of influencing strategies. Knowing this background information will make you a better influence.

Outcomes:

- ✓ Know the difference between influencing and pressurising
- ✓ Learn some ways to influence your team
- ✓ Know how to change your attitude as well as your behaviour
- ✓ Know how to use motivation.

Summary:

- ✓ What is influencing?
- ✓ Is influencing a positive experience?
- ✓ Attitudes, behaviours and strategies
- ✓ What next?

Influencing Techniques

Duration: 35mins

Overview:

This topic covers the essential techniques you will need to use when you wish to influence others to gain acceptance of your ideas and change other's behaviour and attitudes to achieve positive outcomes.

Outcomes:

- ✓ Understand the importance of planning
- ✓ Know which words and phrases to use and which to avoid
- ✓ Be able to show you have listened to any questions and objectives
- ✓ Know how to manage questions and objections
- ✓ Be able to deal with misunderstandings
- ✓ Know how to respond
- ✓ Understand how to deal with anger
- ✓ Know when to stop trying to influence.

Summary:

- ✓ Planning
- ✓ Your meeting
- ✓ Phrasing your message
- ✓ Managing questions and objections.