



Advanced Certificate in Communication Skills

Communication, Empathy & Motivation

► Upcoming Sessions

24-28 Jun 2024	New York - USA	\$6,950
05-09 Aug 2024	London - UK	\$5,950
30 Sep-04 Oct 2024	Lisbon - Portugal	\$5,950
11-15 Nov 2024	Dubai - UAE	\$5,950
06-10 Jan 2025	London - UK	\$5,950
24-28 Feb 2025	Dubai - UAE	\$5,950

► Training Details

Training course overview

Crystal clear communication is crucial for all organisations wishing to be market leaders. It is essential in creating highly effective workforces and productive teamwork. Building lasting rapport with people enables individuals to develop trust, openness and meaningful relationships. In this increasingly technological world of email, SMS, WhatsApp, face to face communication is on the decline, even though there is strong evidence that productive face to face interactions are more effective in building future business.

This highly interactive Anderson training course investigates tried and trusted management processes, procedures and methodology used by many blue chip companies to build productive and cohesive units. The skills offered from this course establish strong working relationships with individuals at all levels. In this course you will explore advanced behavioural techniques, alongside pure communication and leadership styles.

Training course objectives

By attending this Anderson training course, delegates will be able to:

- Utilise effective and efficient communication and influencing skills to ensure targets and tasks are fulfilled on time
- Gain commitment and support from colleagues using innovative engagement and motivation tools
- Massively improve your leadership skills
- Understand how to encourage and develop your staff
- Gain a working knowledge of behavioural leadership techniques to enable you to build lasting and meaningful rapport with internal and external customers alike

Designed for

This Anderson training course is suitable for a wide range of professionals but will

greatly benefit:

- ▶ Individuals who need to persuade others in an ethical manner
- ▶ Individuals are being developed for promotion
- ▶ Individuals who wish to improve their rapport building skills
- ▶ Individuals designated as having leadership potential
- ▶ Individuals who's KPIs rely strongly on communication skills
- ▶ Individuals who need to disseminate newly learned skills, or key information to others
- ▶ Individuals within a training role for their organisation

▶ **Training Course Outline**

Amongst a wide range of valuable topics, the following areas will be prioritised:

- ▶ The art of building lasting rapport
- ▶ Creating a climate of trust within the workplace
- ▶ Crystal clear communication through enhanced listening and questioning techniques
- ▶ The ability to create a positive first impression every time
- ▶ How to read international body language
- ▶ Key concepts of NLP and Emotional Intelligence
- ▶ The skills to create a positive work environment where teams and individuals are motivated and committed to achieve well-formed outcomes
- ▶ How to communicate with small, or large audiences
- ▶ Understand the key drivers to progress with enthusiasm and assurance
- ▶ Notice your unconscious messages and following your intuitions

▶ **The Certificate**

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ **INFO & IN-HOUSE SOLUTION**

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

©2024. Material published by Anderson
shown here is copyrighted.

All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.