

'Motivating for Success in Business'

Management Development Programme – Module 1

Day 1 – 'Mastery in Communication'

Day 2 – 'The Language of Influence and Motivation'

Why Attend This Training?

Success in business today involves knowing how to get the best out of people. To achieve results you often need to influence not only people who work for you or with you, but also many others in a network of business relationships. If you are to be really successful this requires you to develop expertise in the skills of influencing and persuasion.

You may have wondered why it is that you are able to connect instantly with some people but not with others. How is it that some people seem to be just 'difficult' or obstructive while others are only too happy to help you? In this programme you will learn how you can easily communicate with anyone in a way which will be appealing and motivating to them.

What Will You Learn?

By the end of the module you will :-

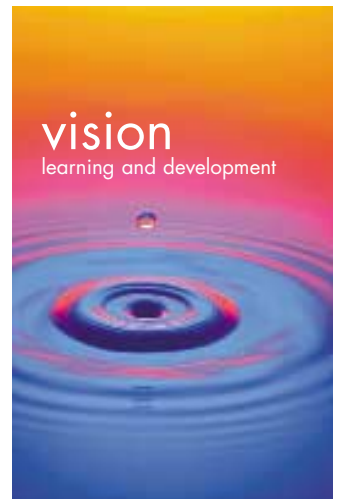
- have enhanced your ability to communicate successfully in one to one and group situations
- be able to easily identify what really motivates each individual in any context
- be able to use the 'language of influence and motivation' to achieve the results you want

Specifically you will learn

- how the mind processes information and constructs internal representations of reality
- how to use the four keys to excellence in communication - the secrets of master communicators
- how to easily gain rapport in one to one and group situations
- how to make use of the impact of non-verbal communication to achieve your desired outcome
- how to influence to get the results you want
- how to get the best out of people
- how to 'read' people in order give yourself an edge in any situation
- how to handle different types including 'difficult' people
- how to actively listen in order to deepen rapport
- how to listen not just to what people say but also how people say it - thus giving you insights into the deeper meaning hidden in the structure of their language and much more....

How Will You Learn?

The sessions will be highly participative giving you the opportunity to really use and integrate the information and skills. Please identify your learning objectives prior to the course along with typical situations where you would want to use these skills.



continued

What If? What will I be able to do when I learn all this?

You will be able to immediately apply this learning in many business situations including:- leadership, delegation, peer and client relationships, selection interviewing, assigning job roles, performance reviews, coaching staff, business presentations, negotiation, conflict resolution, influencing at meetings and many more.