

# € TRAINING

Advanced Communication Skills



5 - 9 August 2024  
Casablanca (Morocco)  
New Hotel



# Advanced Communication Skills

REF: Q1318 DATE: 5 - 9 August 2024 Venue: Casablanca (Morocco) - New Hotel Fee: 3685 Euro

## Introduction:

This training program is tailored for individuals seeking to elevate their communication abilities to a higher level of proficiency. Through advanced strategies and personalized feedback, participants gain the skills and confidence needed to navigate complex communication scenarios with clarity, influence, and impact.

## Program Objectives:

At the end of this program, the participants will be able to:

- Identify different approaches to interpersonal relationships.
- Improve organizational communications.
- Discover different personal listening styles.
- Develop skills in building rapport with others.
- Practice and use assertiveness skills in different situations.
- Assertively say No and disagree with others.
- Enhance the ability to influence different personalities.

## Targeted Audience:

- Supervisors.
- Senior Managers.
- General managers who already have good communication skills and want to take them to the next level by developing advanced communication techniques and strategies.

## Program Outlines:

### Unit 1:

#### Defining Effective Communication:

- Myths in Communication.
- Elements of Our Communication with Others.

- Communication Windows.
- Identifying Approaches to Interpersonal Relationships.
- Characteristics of Effective Communicators.
- Communicating within Teams.
- Organizational Communication.

## Unit 2:

### The Art of Listening:

- The Personal Listening Profile.
- Identifying Listening Approaches.
- Active Listening Techniques.
- Effective Listening and Paraphrasing.

## Unit 3:

### Understanding Others Filter Systems:

- Internal Representational Systems.
- Eliciting Meta Programs.
- Building Rapport with Others.
- The Heart of Effective Persuasive Communication.
- Using Questions as Probes.

## Unit 4:

### Assertiveness Skills:

- Definition of Assertiveness.
- The Power of Self Talk.
- Assertive Rights and Corresponding Responsibilities.
- Learning How to Say No.
- Feedback and Assertiveness.

- Ten Activities to Practice Assertive Behavior.

## Unit 5:

### Influencing Others:

- The secret of Influencing.
- What Makes an Effective Influencer.
- Influencing through Rapport.
- Sources of Individual Power.
- Understanding Influencing Styles.
- A Recipe for Successful Influencing.
- Influencing Different Personalities.