

To discuss this course or
book your place:

Call: 01752 222140

Or visit: skilltec.co.uk



Personal Impact and Influencing



DURATION

1 Day

COURSE OVERVIEW

During this course you will learn how to develop your impact and confidence, especially when dealing with difficult situations and people you find challenging.

TARGET AUDIENCE

This course is appropriate for anyone who believes they could be more effective in their dealings with others.

LEARNING OBJECTIVES

On completion of this course, delegates will be able to:

- Describe the importance of managing the first impressions you create.
- Use appropriate assertive behaviours when dealing with difficult people and situations.
- Use a range of communication styles when dealing with difficult situations.

PRE-REQUISITES

There are no specific pre-requisites for this course.

COURSE OUTLINE

The following topics will be covered in this course:

- Managing first impressions.
- Assertiveness.
- Effective communication.
- Transactional analysis.
- Law of influencing.
- Behavioural styles.