Persuasive Communication Skills

Programme Outline

To provide delegates with the opportunity to develop and improve their communication skills through a problem solving approach which will help them increase their effectiveness when communicating with others. This will also provide them with the skills required to build rapport and develop relationships more quickly and effectively.

Who should attend

Anyone who has responsibility for influencing internal and external customers and persuading others to work with them to achieve their objectives.

What is covered

This is a two day programme that covers:

- Purpose/process/payoff
- Personal introductions
- Developing and improving ideas and persuasive communication skills which will help you to enhance your abilities to positively influence your customers
- The IDEAS persuasive communication process.
- People styles at work and versatility skills.
- The ladder of trust.

What’s in it for participants

Participants will gain further skills and new tools and therefore increase their confidence and enjoyment of their job and achieve greater business and personal success in a challenging environment through the ability to persuade others to take a course of action.