

CLT In House Training and Professional Consultancy

The latest news

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Creating and Delivering Compelling Meetings

Creating and Delivering compelling meetings is a key skill for Managers and Leaders and is a vital part of communicating effectively in a successful organisation. This course gives you simple yet powerful tools and techniques to ensure meetings deliver business and organisational outcomes in compelling ways. See following page for full course outline.



Advanced Communication Skills

Based on the various guiding principles and methodologies of Neuro Linguistic Programming (NLP) in this fun interactive workshop you will learn some of the leading edge communication tools and techniques available to enable you to influence others and change minds in simple yet incredibly effective ways. See following page for full course outline.



Negotiation Skills Training

This course will provide a better understanding of the thinking processes, expectations and communication styles of individuals and ways in which to influence them at the conscious and unconscious level. The course will also provide a better understanding of the psychology of negotiation and some practical tips for handling the emotions and expectations of others. See following page for full course outline.



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Creating and Delivering Compelling Meetings

Creating and delivering compelling meetings is a key skill for managers and leaders and is a vital part of communicating effectively in a successful organisation. This course outlines simple yet powerful tools and techniques to ensure meetings deliver business and organizational outcomes in compelling ways. By attending this training attendees will:

- Transform the way meetings run so that they are consistently working towards the outcomes of the organisation
- Increase the productivity and return on investment of your meetings to make the most of the time people spend in them
- Enhance morale and appropriate interaction so that people don't get into the habit of having a meeting for the sake of having a meeting
- Learn how to control and energise discussion to achieve organisational outcomes more efficiently and effectively
- Gain buy-in from meeting attendees as to the importance of the meeting and what is subsequently done as a result of getting together
- Finish the meeting being able to ensure commitments are followed through. This is what will ultimately deliver the outcomes of the organisation.

Advanced Communication Skills

The more effectively we communicate, the more effective our results: Overview - Based on the various guiding principles and methodologies of Neuro Linguistic Programming (NLP) in this fun interactive workshop you will learn some of the leading edge communication tools and techniques available to enable you to influence others and change minds in simple yet incredibly effective ways. You will gain a better understanding of how you and others perceive the world, thereby dramatically improving your ability to understand yourself and communicate effectively with others. Communication goes far beyond the actual words that we say. To be truly effective as a communicator, we need to understand the way in which each individual thinks, processes information and experiences the world around them. Effective communicators are able to elicit from others all of their particular verbal and non verbal, conscious and unconscious cues, action signals and communication strategies, adapting their own preferred style to ensure that their communications are fully effective. They do this by objective observation and attuned listening. On successful completion you will be able to:

- Increase influence over and minimize resistance in others by recognising and using unconscious as well as conscious channels of communication
 - Adapt your communication style to that of others for optimum influence
 - Read and send non-verbal signals as intended
 - Select language to power-communicate, increasing linguistic flexibility
 - Identify some of the deeply ingrained mental programmes that automatically filter experience, guiding and directing thought processes, enabling you to predict and handle more effectively significant differences in behaviour from person to person.
- What this Day/half day seminar will cover: • A brief history of NLP -the psychology of achievement and interpersonal communication • The NLP communication model and operating beliefs/ presuppositions • How we encode and give meaning to our experience (representational systems -visual, auditory, kinaesthetic and how to recognise and use them to improve communication skills) • Rapport building, including difficult clients and groups (matching, mirroring, pacing and leading) • Sensory acuity & feedback (fine-tuning your senses to better understand the reactions of others).

Negotiation Skills Training

Introduction, course objectives and participant introductions:

PART ONE - Morning - Understanding the nature of influence: Aim - To explain how we as individuals take in information from the world around us, organise our thoughts and communicate them to others. Will also provide a better understanding of the thinking processes, expectations and communication styles of individuals and ways in which to influence them at the conscious and unconscious level.

Will include: • Understanding what constitutes effective communication and how to achieve it • The importance of establishing rapport and how to achieve it face to face, over the telephone and in email/written exchanges (matching/ mirroring body language and speech (tone, temp. pitch and words) • Understanding and using the language of influence • Effective State management (including assertiveness/confidence strategies). Achieved by a mixture of training and interactive fun exercises to appeal to all learning styles.

PART TWO - Afternoon - The art of effective negotiation: aim- to provide a better understanding of the psychology of negotiation and some practical tips for handling the emotions and expectations of others.

Will include: • The importance of setting well formed outcomes • Understanding the perspectives of others • Separating the people from the problem • Using objective criteria • Useful tactics (e.g. never yielding to pressure only principle; minimising the reasons given when stating an option, anticipating options and handling them in advance and where there is room for manoeuvre, avoiding fixed positions and generating options for mutual gain and stating reasons first before making proposal).