

Improving Communication Skills

Amsterdam (Netherlands)

20 - 24 January 2025

UK Training

PARTNER



Improving Communication Skills

Code: LM28 From: 20 - 24 January 2025 City: Amsterdam (Netherlands) Fees: 4200 Pound

Introduction

All human interactions are a form of communication. In the business world, nothing can be achieved without effectively communicating with employers, employees, clients, suppliers, and customers. If you look at the most successful business people in the world, you will see people who have mastered the art of communication. And that's the difference between being a good communicator and being an advanced communicator - advanced communication is a true art form. It requires practice, finesse, and a skill set that goes beyond those that the average person possesses.

Course Objectives of Advanced Communication Skills

- Difference between Communication Skills and Advanced Communication Skills
- Communication Basics, Process, and Elements
- Level up your Communication Skills
- Building Rapport
- Tools for advanced communication

Course Outlines of Advanced Communication Skills

Day 1

Introduction - Advanced Communication Skills

- What Is the Difference between Communication Skills and Advanced Communication Skills?
- Which Advanced Communication Skills?

Review of Communication Basics

- The Communication Process
- Elements of Communication
- Taking Your Communication Skills to the Next Level

Day 2

Examining the Communications Process

- Types of Input
- Filters

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The pieces are gold and silver. The board is white and black squares. In the background, there are concentric circles radiating from the center.

UK Training
PARTNER

- The Internal Map, Internal State, and Behavior or Response
- Why This Matters

Day 3

Internal Representation

- Internal Representation of Our World
- Language as a Representational System
- Verbal Clues
- Visual Representation System
- Auditory Representational System
- Kinaesthetic Representational System
- Auditory Digital Representational System
- Eye Movements as an Indication
- Phrases for Use in Response to Each Representational System

Day 4

Building Rapport

- Six Steps to Building Rapport
- Calibration
- Perceptual Positions

Day 5

Tools for Advanced Communication

- Reframing
- Linguistic Tools for Advanced Communicators

UK Training
PARTNER



Blackbird Training Cities

Europe



Zurich (Switzerland)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami(USA)



New York (USA)



Toronto (Canada)



Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Moscow (Russia)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

- Professional Skills
- Finance, Accounting, Budgeting
- Media & Public Relations
- Project Management
- Human Resources
- Audit & Quality Assurance
- Marketing, Sales, Customer Service
- Secretary & Admin
- Supply Chain & Logistics
- Management & Leadership
- Agile and Refinement

Technical Courses

- Hospital Management
- Public Sector
- Special Workshops
- Oil & Gas Engineering
- Telecom Engineering
- IT & IT Engineering
- Health & Safety
- Law and Contract Management
- Customs & Safety
- Aviation
- C-Suite Training



International House 185 Tower Bridge
Road London SE1 2UF United Kingdom



+44 7401 1773 35
+44 7480 775526



training@blackbird-training.com



www.blackbird-training.com

UK Training

PARTNER

