

Improving Communication Skills

Kigali (Rwanda)

7 - 11 July 2025

UK Training

PARTNER



Improving Communication Skills

Code: LM28 From: 7 - 11 July 2025 City: Kigali (Rwanda) Fees: 3300 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

- 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

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

UK Training

PARTNER



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.

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



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 Elevation

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

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

