

## Improving Communication Skills

*Kuala Lumpur (Malaysia)*

*2 - 6 June 2025*

UK Training

# PARTNER



## Improving Communication Skills

Code: LM28 From: 2 - 6 June 2025 City: Kuala Lumpur (Malaysia) 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

- 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.

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### 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.



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**BLACKBIRD**  
FOR TRAINING

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

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

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