

## COMMUNICATING WITH CLARITY AND IMPACT

### Learning Outcomes:

- Participants will learn how to build rapport using simple NLP techniques such as pacing and leading which can translate into positive results.
- Participants will also learn how to combine voice tone, body language with language that engages others.
- Using a four-point communications model, participants will be able to communicate their messages more clearly, confidently and effectively.

Topics	Sub topics
<b>Introduction</b>	Context and background
<b>How well do you communicate</b>	<ul style="list-style-type: none"> <li>• How well do you communicate?</li> <li>• What makes a great communicator?</li> <li>• Four basic principles of communication</li> </ul>
<b>Use Engaging Language</b>	<ul style="list-style-type: none"> <li>• Focus on behavior, not personality</li> <li>• Be specific</li> <li>• “I” messages and owning your language</li> </ul>
<b>Use the Power of Questions</b>	<ul style="list-style-type: none"> <li>• Controlling a conversation</li> <li>• Different types of questions</li> <li>• The questioning funnel</li> </ul>
<b>Use Active Listening</b>	<ul style="list-style-type: none"> <li>• Evaluate your listening skills</li> <li>• Listening and empathy</li> <li>• Active listening</li> <li>• How to listen better</li> </ul>
<b>Using non-verbal communication and building rapport</b>	<ul style="list-style-type: none"> <li>• Importance of rapport</li> <li>• Matching non-verbal communication</li> <li>• Importance of body language</li> </ul>
<b>Conclusion</b>	End of the day

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