

ENHANCING COMMUNICATION AND INFLUENCING TECHNIQUE

Who Should Attend This Training?

- Managers
- Human Resources
- Head of Departments
- Anyone keen to understand the importance of Mastery Communication Strategies

OVERVIEW

We interact with others on a daily basis and our communications influence different aspects of our lives. Knowing how to communicate well gives a significant impact on an individual success and so it pays to constantly train on it and aim to improve your performance.

This course aims to expand deeper into many sources of miscommunication. It provides several easy-to-use soft skills techniques that can be employed in establishing rapport with others, strengthening relationships and avoiding common conversational traps.

The ability to influence others is an incredibly important skill. Business environments can benefit from the existence of people who are well versed in the art of influence since they can handle situations better, are more emotionally skilled and can mitigate conflicts or difficult situations quickly.

What You Will Learn?

- Establish rapport with others and improve the effectiveness of your communication
- Sequence your statements efficiently to get maximum effect
- Deliver your potentially negative message and get a good response
- Use a simple technique to reinforce behaviour of team members
- Say No and be loved for it!

DURATION: 2 DAYS

LEARNING FORMAT: 7 HOURS | 3.5 HOURS PER DAY

OUTLINE

DAY 1

Section 1: Empathy

- The Origins of Empathy
- Physiology
 - Matching Emotions
 - Empathy Technique
- Empathy (Exercise)

Section 2: How to Get Anyone to Do Anything

- How to Influence Others?
- Logic
- Inspiration
- Participation
- Uplift
- Deal
- Favour
- Collective
- Policy
- Force
- Nine Influence Techniques Ordering (Exercise)
- Rearrange the Sequence (Exercise)
- Influence Tactics (Exercise)

DAY 2

Section 3: How to Give Feedback

- Feedback Types
- Feedback Statements (Exercise)
- 4-Step Feedback
- Feedback Situation (Exercise)


Section 4: How to Encourage

- Why don't we Praise
- 5-Step Praise
- Praise (Exercise)

Section 5: How to Say No

- Saying Direct NO
- Saying Direct (Exercise)
- Saying Indirect NO
- Indirect NO (Exercise)
- Three Ways to See Your Options + *Exercise*
- What Do I Want? + *Exercise*
- What Do They Want? + *Exercise*
- What Do We Want? + *Exercise*

REGISTRATION

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