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Corporate Coach Group

Training that transforms



Training Proposal Communication Skills Training

Developing your communication skills is one of the most important things you can do

Why?

Because you need to be able to explain your ideas, facts and feelings to other people, in such a way that they will understand you, agree with you, and act in accordance with your message.

How many times have misunderstandings and/or poor communication skills been the root cause of problems in your organisation?

Mis-communication is the cause of many conflicts, errors and misunderstandings.

Communication may be defined as the transfer of information and emotion from one mind to another. And you need your communication to be:

- Clear
- Logical
- Persuasive
- Memorable and
- Inspiring

How will you achieve these communication goals?

By attending this training course that teaches you proper techniques of good communication and will help you to avoid the pitfalls and dangers of poor communication.

How many people are doing the training?

Numbers of staff to be trained: TBC

When will the training take place?

TBC

Where is the training location?

In-house or an [Open Course](#)

What is the basic outline of the course?

Please read the following pages



All effective communicators need to develop the following six abilities:

1. To communicate a clear goal

The ability to create a clear and distinct goal, and commit to it for long enough to attain it.

As opposed to; when difficulties and setbacks appear, dropping the first goal and starting new, second goal, then later dropping the second goal to start the third.

2. To always use accurate language

The ability to accurately explain your ideas to others, in such a way that they will understand you, agree with you and will act in accordance with your ideas; As opposed to suffering an excessive number of miscommunications, misunderstandings and avoidable upsets.

3. To speak with a sense of logic and reason

The ability to analyse the facts and formulate detailed, rational plans of action that will achieve the goal in the most efficient manner possible.

As opposed to being constantly uncertain and always feeling that you are "reacting to events; reacting to the current crisis".

4. Rational conflict management skills

The ability to guide and harmonise the various personalities in the team, so that they are more able to synchronize their actions and be more likely to reinforce and complement each other: As opposed to a disharmonious atmosphere; office character clashes, internal squabbles and people conspiring against each other. In addition; the ability to handle difficult conversations and performance issues.

5. Inspire and motivate yourself (*personal management*)

The ability to maintain a positive mental state of optimism and realistic self-confidence, especially during the tough times. As opposed to, losing heart after a defeat or series of setbacks or criticisms.

6. Inspire and motivate other people (*personal leadership*)

The ability to inspire the positive emotions of self-belief, desire and self-confidence in all the other members of the team, especially during difficult times. As opposed to; allowing excessive negativity, pessimism or fear to take hold of the team and weaken its spirit.



Morning session –

Introduction:

We need to know the answer to the following question:

How can you communicate in order to get the best from yourself and others?

Develop the following six key communication skills

1. To clearly communicate the goal.
2. To communicate your message using *accurate language*.
3. To communicate *logically* and provide a *reason* for everything you do.
4. To confidently manage conflict and handle even your most difficult people.
5. To self-motivate with a positive mental attitude and to develop self-confidence.
6. To inspire others and create a positive, productive atmosphere.

The first quality of communication is “Goal focus”

You need to communicate what it is that you want.

You need to know what it is that the *other person* wants.

If you know what the mutual goal is, then you can develop a good relationship.

This is the quality of *goal focus*.

1. Clear vision –

Everyone must know what the goal is. We are all defined by our goals.

2. Goal focus –

Everyone must focus on the goal, as opposed to having a drifter mentality.

3. Standards –

Create a “*Personal code of conduct*”.

You are in control of everything you do and everything you say. Therefore you can improve. You will only make the necessary improvements if you become more conscious of how you want to “come across to others”.

How do you want to be perceived by others?

- Professional?
- Knowledgeable?
- Friendly?

Decide how you wish to be perceived by the others. Then act accordingly, even on the days that you don't feel like it.

Second quality of communication - Accurate language

You must communicate with absolute clarity and accuracy.

Warning: Ambiguous language is the cause of much error, confusion and conflict.

- How to explain your most important ideas with clarity.
- Concentrate on what you can do, not what you cannot do.
- Develop the art of asking the right questions.
- Seven key questions that you should ask yourself and every member of the team.

The use (and misuse) of humour at work

At work, it is sometimes true that it is good to "have a laugh".

But not always.

We need to understand what is the correct (and the incorrect) use of humour at work.

Don't be a clown.

Learn the rules to use humour properly.

The difference between being "a critic" and being "a cynic".

It is good to be a critic, but it is not good to be a cynic.

What is the difference between being a critic and being a cynic?

How to turn a no-good cynic into a valuable critical thinker.

Unintentional negative commands.

Many people make unintentional errors in language by making negative commands, such as, "DON'T PANIC!"

Notes on the accidental error of negative commands.

Notes on the proper use of positive commands.

Summary of the morning training and action planning.

Afternoon – Handle difficult people

An important communication skill is the ability to handle difficult people and conflict situations rationally, not emotionally.

Remember that occasional disagreements and conflicts are almost inevitable.

Conflicts can be beneficial or destructive depending on how they are managed.

Proper conflict management requires that you: -

1. Use reason to resolve conflict not anger, upset, or avoidance.
2. When in conflict do not attack the character of the person. Comment on the specific behaviour, not the character.
3. When in conflict use objective factual language, not highly emotional language.
4. Tell them precisely what is wrong.
5. Give them a way out of the conflict situation.
6. Distinguish reasons from excuses and have a different policy for each.
7. If they offer reasons, then compromise and give concessions.
8. If they offer excuses, then don't compromise and don't give concessions.
9. Learn to distinguish between a reason and an excuse.
10. Know when to negotiate and when not to.
11. The proper use of body language
12. The proper use of voice tones.
13. Keep the conversation about the future, not too much about the past.
14. Practice exercises.
15. Praise and appreciation.

Practical exercises for the delegates to learn skills

Summary, Action plan



The training is designed to comply exactly with your requirements:

Your organisation shall provide a fully equipped classroom for the entire duration of the training course

Corporate Coach Training shall prepare and supply all the course and teaching materials for the participants. – **Yes**

The expected number of your organisations participants per course is to be confirmed. -**Yes**

Corporate Coach Training shall make its own travel and accommodation arrangements. - **Yes**

Corporate Coach Training shall provide a detailed course proposal to meet the YOUR ORGANISATION requirements as stated - **Yes**

The proposed course structure shall clearly outline what topics would be covered on each day. -**Yes**

The method of training is as follows:

The training is to be:

- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

The training method follows this general pattern:

1. The trainer gives a clear explanation of the point in question with specific examples.
2. Then, the delegates practice by doing an exercise with each other.
3. The delegates practice by doing exercises with the trainer.
4. All points are supported with full written notes to take away.
5. Delegates are asked to write down an associated action, for each point made. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).

What are the costs / investments?

There are two options:

1. Open Course
2. In-house Course

1. Open Course

One-day course: £435 +VAT per delegate.

Available throughout the UK, please see [dates and locations here](#).

2. In-house course

Daily rate is £1,850 + VAT for up to 20 delegates.

Plus £80 for each additional delegate over 20.

Plus, hotel accommodation for trainer if needed (*Premier Inn type: not the Hilton!*)

The training days are inclusive of:

- Full days training
- Printed course notes
- Travel expenses
- Written action plan to take away
- Audio download of the programme
- Access to our post course portal
- Three months FREE telephone coaching

We suggest the following plan of action:

Would you please send to me:

1. Any amendments or changes you wish to make to the programme.
2. The dates you wish to train
3. The next plan of action

Thank you

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A word from our previous delegates...

The course was very informative, with lots of thought provoking questions to think on after. The trainer's presentation was well produced and slick NO excess content.

*Delegate: B Pain-Tolin
Company: BTCV*

The course was very very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer's was very focused, kept the course moving, related well to the group. Created non-threatening environment.

*Delegate: M Ridout
Company: Sparsholt College Hampshire*

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

*Delegate: K Rhodes
Company: RAF Wittering*

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

*Delegate: N Yemm
Company: Hulley & Kirkwood Consulting Engineers*

The course content was great, really visual. The trainer's presentation had lots of great detail and stories to illustrate each point.

*Delegate: M Painter
Company: Lloyds Banking Group*

I really enjoyed the breadth of what was covered today. The trainer's presentation was very good and clear.

*Delegate: S Windridge
Company: Prudential UK*

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer's presentation was excellent, very clear and concise. Interesting and charismatic.

*Delegate: E Inegbu
Company: Prudential UK*

Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer's presentation was upbeat, positive and inspiring.

Delegate: M Judson

Company: JSP Ltd

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

Delegate: J Gibson

Company: Fuji Film

The course content was very detailed and interesting. The trainer's presentation was good, with time for re-caps and questions.

Delegate: R Graham

Company: RAF Wittering

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

Delegate: S Chou

Company: JSPMLtd

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

Delegate: J Noble

Company: The Sittingbourne Community College

For additional feedback, video testimonials and list of companies that have benefited from our trainign programmes please [follow this link](#)