



PUBLIC COURSE		ONE DAY INFLUENCING & COMMUNICATION	
Date	As per booking	Location	Aspire ZoomRoom
Start time	9:30 am	Finish time	5.00 pm

Learning Outcomes

Participants on this course will:

Gain an understanding and awareness of their emotional intelligence

Explore the communication dynamic

Learn how to:

- Build rapport
- Keep a conversation going or close it down
- Deal with assumptions
- Handle different personality styles
- Change their attitude to change the impact they have

Understand and know how to apply different theories of influencing

Understand how to get key messages across clearly and concisely

Learn what motivates themselves and others

Gain strategies for mediating and handling conflict effectively

Pre-Programme Work

Complete our Emotional Intelligence questionnaire.

Bring it along with you to the course on the day. This is for your information and preparation for the course, so there's no need to send it to us beforehand.

Ask three other people who know you well to describe how you influence and persuade them.

Think of a situation which didn't go as you would have liked. What happened and why? What could you have done differently?

Think of a time when you have achieved something in your life that was hard or you didn't want to do. What made you do it?

If you have any questions do contact us at:

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