



Training for Business
& Broadcasting

BUSINESS COMMUNICATION SKILLS

SPECIMEN TRAINING PROGRAMMES

*"The change seen in people was simply staggering. I have already made several life and business changes, which can't be bad.
NatWest CS Manager.*

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BUSINESS COMMUNICATION SKILLS

SPECIMEN COURSES

Whether communicating in a meeting or presentation, managing a team or handling clients and customers, what we communicate is the response we get. We will help you get the response you want. Whoever your 'audience'. Wherever you speak. Whatever you want to say. Past and present clients have valued our help. We know you will too.

"...a must for anyone needing to communicate with others by understanding how to achieve the best response". CS Manager.

COURSES

The following specimen programmes are representative of ones which have been successfully tried and tested with particular clients. We will prepare appropriate training needs analysis to ensure that all courses are adapted to meet the particular needs and interests of each client.

Our core course is INFLUENTIAL COMMUNICATION SKILLS and is designed as a one-day or two-day course. We can adapt the course to meet specific communication needs. In the past we have designed our course to fulfil different objectives including:

- Effective Meetings
- Employee Communication Groups
- Trainer Communication Skills
- Supporting NLP
- Individual Coaching & Development
- Team dynamics
- Management development

COURSE NUMBERS

We are proud of our reputation for helping participants make changes, both in their understanding and in practical ways. To achieve this we recommend a maximum of six participants on each of our courses.

JOINING INSTRUCTIONS

Participants will be asked to come prepared with two short presentations. The first should be a 3-5 minute presentation, which reflects their communication style in a typical work situation. The second should be a 2-minute talk on a familiar topic unrelated to work. These are important to give us a clear idea of participant's communication style and we will use these pieces to develop skills throughout the course. Our website will give you more information about other communication training that we may be able to help you with.

BUSINESS COMMUNICATION SKILLS

SPECMEN COURSES

Excellent communication is the key for any organisation to function smoothly and successfully. We train skills to improve our understanding of others and how to relate to their needs. Through improved spoken communication skills we will raise personal effectiveness and enable participants to communicate with influence. Essential skills for effective management, successful client relations, and motivating teams.

OBJECTIVES

- To provide participants with a clear understanding of the communication process.
- To equip participants with knowledge, techniques and skills to improve their own communication.
- To enable participants to put into practice new skills including spoken skills, voice use, body language, rapport skills and influencing skills.

CONTENT INCLUDES:

Understanding communication

- Ensuring that our message is put across clearly and effectively.
- Understand human communication and the way we learn.
- Putting across our message successfully and influencing others.
- What makes us individuals - how we process differently.
- How people listen.

Behavioural skills

- Reading other people's behaviour.
- Responding to and influencing other's behaviour.
- Building rapport for effective relationships.
- Re-positioning our relations through behaviour.

Putting it into Practice

- Awareness of how we come across to others.
- Monitoring and adapting body language.
- Adapting and maximising our voice-use and speech.
- Learning powerfully effective talking techniques.

BUSINESS COMMUNICATION SKILLS

INFLUENTIAL COMMUNICATON SKILLS

Specimen Two-day Course

DAY 1

- 09.00-09.30 Introduction and establishing individual objectives.
- 09.30-10.45 Practical session with individual video feedback.
- 11.00-13.00 Understanding effective communication. How people listen.
- 13.45-15.00. Rapport and influencing skills.
- 15.15-16.45 Voice-use, language and spoken communication workshop.
- 16.45-17.30 Review of the course. Briefing for Day 2.

Day 2

- 09.00-09.30 Individual outcomes.
- 09.30-11.00 Practical sessions with video feedback.
- 11.15-13.00 Managing 'behaviour'. Getting the response we want.
- 13.45-15.30 Personal effectiveness techniques.
- 15.30-16.30 Final practical sessions, video filming and feedback.
- 16.30-17.15 Review of course. Individual action strategies.

This course will be adapted to suit the level of experience of participants - from essential communication skills to an advanced level.

BUSINESS COMMUNICATION SKILLS

INFLUENTIAL COMMUNICATION SKILLS

Specimen One-Day Course

- 09.00-09.30 Introduction and establishing individual objectives.
- 09.30-11.00 Practical session with individual video feedback.
- 11.00-11.15 **BREAK**
- 11.15-13.0 Understanding effective communication. How people listen. Spoken communication techniques. Rapport skills.
- 13.00-13.45 **LUNCH**
- 13.45-15.0 Personal effectiveness workshop. Voice-use, speaking skills, body language. How we come across to others. What we communicate. Getting the response we want.
- 15.00-15.15 **BREAK**
- 15.15-16.45 Practical session. Video filming and feedback.
- 16.45-17.30 Review of work. Individual action strategies.

GRADED

This course can be adapted to suit the level of experience of participants - from essential communication skills to an advanced level.

FOR INDIVIDUALS

We can design and arrange communication training for individuals if this is more appropriate. These courses are fine-tuned to meet the requirements and interests of the participant. Individual sessions are suitable for key personnel with busy diaries and for people with particularly challenging communication needs.

FOLLOW-UP SESSIONS

It is often useful to follow up a group training session, in particular the one-day courses, which are time-limited. Individual follow-ups are useful, or half - day group sessions can work well.

BUSINESS COMMUNICATION SKILLS

OTHER COMMUNICATION COURSES

We specialise in spoken communication skills. We may be able to help you with our other communication skills programmes.

PRESENTATION SKILLS

MEDIA TRAINING

CONFERENCE COACHING

SCRIPT SUPPORT

Our **VOICEWORKS** programme offers training for specialised work.

BROADCASTING INDUSTRY TRAINING

TELEPHONE TALK

PUBLIC ANNOUNCING

INDIVIDUAL VOCAL DEVELOPMENT

See our website for details and testimonials from our clients www.katelee.co.uk