

TRAINING

Communicating with **IMPACT** (using the LGR Profiling Tool)

Course Objectives

- Be a more confident communicator by knowing and understanding your own style of communication
- Know and learn about the impact you have on others
- Understand the everyday barriers to communication
- Recognise different personality types and learn how to adapt your style to get the best out of others
- Learn how to be asseertive in delivering key messages to others

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Course Learnings and Outcomes

- Understand the impact you have on others and how to adapt it
- Be more assertive in how you deal with conflicting situations
- Transmit your message clearly and with impact
- Develop questioning skills in order to obtain the information you need

Course Topics

- Styles of communication and perception
- Dealing with conflict
- Assertiveness – a balanced approach
- Relationship management skills
- Understanding your personal profile (LGR Profile Report)
- Teambuilding and engagement

Course Duration

- This is a one day Course with a pre-course questionnaire

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