

INFLUENTIAL COMMUNICATION

The art of building empathy to drive results.

The first 3 minutes of any interaction have the greatest influence on whether we will connect with another individual. This places a challenge on us as therapists, given that our interactions are both time limited and conducted with environmental and process constraints.

Within this course you will learn the 'Why', 'What' and 'How' of communicating for relationship building and relationship management – enabling you to ask the right questions and get the answers to drive influential decision making and outcomes.

Participants will be provided with a level of 'communication awareness', allowing for the development of insight into their own communication style and that of others, and application of strategies to manage such in the context of face to face communication and client assessment.

Thinking with Influence™ involves the use of various tools to improve knowledge, drive results, and influence outcomes. Throughout this course, participants will learn how to use various tools to build empathy, and thereby proportionally improve knowledge and understanding.

Participants will be equipped with expertise regarding the constructive use of assessment time, and learn to apply a variety of assessment protocols creatively, to drive information gathering and gain knowledge and power.

Modules

Understanding Communication

- Features of communication
- Process of communication
- Expressive skills
- Listening skills
- Process management skills
- Barriers to communication
- Major communication dimensions

Cognitive Processes of Communication

- Communication & Neuropsychology (Herrmann mapping)
- Neuro-linguistics

Empathy to Drive Results

- Creating rapport
- Development of sensory acuity
- SATIR categories of behaviour
- Managing change

Planning to Drive Results

- Calibrate your state
- Creating style
- Managing avoidance

Duration

1 day