



Office & Training Solutions Ltd

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Course Outline

Presenting and Communicating with confidence

Programme Aim:

Enable participants to maximize their own natural speaking style and polish their delivery by enhancing their confidence level and effectiveness as a communicator and developing core skills to assist comfortable speaking in all business situations

Programme Objectives

- Maximise the impact of your verbal & non-verbal communication to get desired results
- Highlight the importance of assertive words & behaviour that wins support
- Appreciate your audience and the importance of putting yourself in their shoes
- Consider how to be prepared for meetings and answering questions
- Recognize the importance of practice and then more practice and then more practice!
- List 10 tips for successful speaking & communicating
- Demonstrate your understanding of all techniques through a practice session

Programme Plan

- The communication process
- Body Language - non-verbal communication
- Using your voice – WORDS & TONE - verbal communication
- Listening Skills
- Communication Styles
- Recognise behaviour patterns – Parent, Adult & Child states

- Different behaviour types – aggressive, assertive & passive
- Preparation – to influence & persuade when communicating
- Anticipate What Your Audience Is Thinking
- Tips for successful speaking
- Techniques Practice session – taped role play exercise

Target Trainee Profile

This course is for those who have to communicate and/or make presentations to groups of any size

Training Approach

Tutor input

Group exercises and discussions

Videoed role play session

Training Duration

This course is delivered over 1 day with maximum participants of 8