

The course explores how people communicate and how this affects others' behaviour towards them. The material allows delegates to comfortably examine communication techniques for ensuring that their message, and all-important information, is consistently and clearly understood by the recipient. The course works well for people with all manner of natural communication styles, enabling them to consider their impact and uncovering strategies for success.

For all dates and venues, see [here](#) or call **0800 619 1230**

This course can be taken individually or as an optional module that can lead to an ILM Level 3 Award in Leadership and Management. It can also be taken as an additional module for an Impellus Certificate of Learning at Level 3.

9:30 – 10:00	Welcome, overview and introduction to the programme	
10:00 – 11:15 <i>Overcoming communication barriers through understanding of others' perspectives</i>	<ul style="list-style-type: none">• Exploring effective communication• Identifying the barriers to effective communication	<ul style="list-style-type: none">• Considering how the unconscious mind controls our actions and thoughts• Using NLP presuppositions to gain perspective
	<i>The first session of the day will help delegates to understand what barriers can get in the way of effective communication and how to limit their impact. We explore how the conscious and unconscious minds affect our perception of reality. Focus then turns to using NLP presuppositions to help see the world from others' perspectives.</i>	
11:15 – 11:30	Break	
11:30 – 13:00 <i>Creating and maintaining positive relationships</i>	<ul style="list-style-type: none">• The perception cycle – the impact of perception and stereotypes• Ego states – increasing awareness of our natural position	<ul style="list-style-type: none">• Profiling challenging individuals to develop communication strategies
	<i>During this session delegates will explore perceptions and their impact before gaining an understanding of ego states and how to communicate more effectively to achieve better outcomes. They will then explore how to adapt behaviour to create and maintain positive relationships with people they need to influence.</i>	
13:00 – 14:00	Lunch	
14:00 – 15:15 <i>The power of adapting to different communication styles</i>	<ul style="list-style-type: none">• D.I.S.C. communication profiles – understanding and working with other styles• Analysing the people we interact with to achieve better outcomes	<ul style="list-style-type: none">• The Communication Cycle – encoding our messages to achieve our desired result
	<i>In this session delegates will understand how our messages can be interpreted or misinterpreted before reflecting on their own communication preferences using D.I.S.C. They will then build a picture of others to enhance their influencing skills.</i>	
15:15 – 15:30	Break	
15:30 – 16:30 <i>Rethinking challenging scenarios</i>	<ul style="list-style-type: none">• Perceptual positions – reflecting on challenging interactions to adapt future communication strategies	<ul style="list-style-type: none">• Bringing it all together and action planning
	<i>The final session of the day offers delegates the opportunity to analyse past challenging conversations and plan how to improve future conversations. The day concludes with everybody creating their own learning and action plans.</i>	

All Impellus courses are designed to be enjoyable and highly informative. Delegates are given a welcoming and comfortable environment in which to reflect, challenge and learn. The focus is on being able to bring new skills and thinking back into the workplace.