informatech



INTERPERSONAL SKILLS AND SELF DEVELOPMENT | COURSE

# Advanced Communication Skills


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# Course content

## Why Attend

Whether you communicate under pressure, manage challenges in interpersonal relationships, or look to build lasting rapport, your communication style and competence are the cornerstones for improving your chances of achieving your objectives.

The aim of this course is to assist you in becoming a more effective communicator by identifying people's thinking patterns and preferred learning methods and by tailoring your communication accordingly. Getting a better understanding of how you communicate with others as well as how others communicate with you will improve business and personal relationships. Moreover, this course will help you fine-tune the way you interact with others, which can be the key to your workplace and overall success.

The workshop is designed to be interactive and participatory. It includes various pedagogical tools to enable participants to function effectively and efficiently in a multilateral environment. The course will be built on four pedagogical pillars: concept learning (presentations by the consultant), role playing (group exercises), experience sharing (roundtable discussions) and exposure to case studies and scenarios.

By the end of the course, participants will be able to:

• Use advanced communication tools and skills to deliver various types of messages

• Identify the different personal listening styles and discover their own

• Apply meta programs to improve understanding of people

• Describe and harness the power of body language

• Practice and use assertiveness skills in different situations

• Demonstrate the use of the secrets of influence for effective communication

This course is targeted at employees, supervisors, middle managers and senior managers seeking to take their communication skills to the next level by developing advanced communication techniques and strategies.

• Verbal and non-verbal communication

• Building rapport

• Influencing others

• Inspiring and persuading others



# Course content

## Why Attend

- Providing and receiving feedback
- Assertiveness

## Course outline

### Defining effective communication

- Communication: definition and characteristics
- Myths about communication
- Communication functions
- The four laws of communication
- Evolution of communication
- Communicating for results
- Understanding elements of communication
- The element of noise
- Mehrabian's 55-38-7 rule
- Overcoming communication anxiety and other obstacles
- Communication etiquette

### The art of listening

- Common listening issues
- Guidelines for effective listening
- Effective listening and paraphrasing techniques
- Understanding different listening styles: active versus passive styles
- Improving the information recall rate



# Course content

## Course outline

• Assessing personal listening profiles

### Internal listening filters

• Understanding the filter system

• Sensory input channels

• Internal filter systems: the 6 layers

• The 6 listening meta programs

• Overcoming the 6 filters when communicating

• Avoiding the loss of information

### Mastering body language

• The art of body language

• Components of non verbal communication

• The power of appearance

• Communicating through colors

• Evaluating your body language skills

• Eliciting thinking patterns through eye movement

• Building rapport using body language

### Advanced assertiveness skills

• Understanding assertiveness: definition and values

• Components of passive, assertive and aggressive styles

• Assertiveness rights and responsibilities

• Activities for practicing assertive behavior



# Course content

## Course outline

• Managing criticism assertively

### The power of influence and persuasion

• Definition and characteristics of influence

• The 6 principles of persuasion: how to apply them

• Bases and sources of power

• Dealing with difficult people using persuasion



# Seminar dates

## Available seminar dates

Live dates and pricing for Advanced Communication Skills generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 14 - 18 December 2026 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 14 - 18 December 2026 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 18 - 22 January 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 15 - 19 February 2027 | Paris - France | Classroom | **€3,600.-** |
| 15 - 19 March 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 19 - 23 April 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 17 - 21 May 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 21 - 25 June 2027 | Rome - Italy | Classroom | **€3,400.-** |
| 19 - 23 July 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 16 - 20 August 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 20 - 24 September 2027 | Vienna - Austria | Classroom | **€3,400.-** |
| 18 - 22 October 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 15 - 19 November 2027 | Paris - France | Classroom | **€3,600.-** |
| 20 - 24 December 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |

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|---|---|
| **Live online option** | Online delivery is available at €1,850.-. |