

Communication & Personal Advancement

Communicating With Confidence for Women

Trainer: Helen Gilzean

Course Summary

Do you want to communicate more confidently and persuasively and in a style that is comfortable for you? Are you seen as 'too nice' and feel that this may diminish the respect you get from others? Or conversely, would you describe yourself as 'overly assertive or even aggressive' which gives you short-term co-operation but long-term resistance? Do you want to treat others with openness, directness and respect and get the same from them?

Attend this course and learn how to achieve better results by communicating skilfully. Learn how to gain more respect and recognition from your co-workers and managers and reap the rewards. You will learn skills that can be applied immediately to achieve improved results and increase your contribution to your organisation. And, you will be less stressed, more productive and happier at work.

What you will learn

- How to stay calm and composed during awkward or embarrassing moments
- How to identify and eliminate words, gestures and speech patterns that reduce your impact
- How to express your ideas in ways that gain the attention, support and respect of others
- How to handle difficult or challenging people and situations so that you are viewed as someone with strength and confidence
- How to handle conflict with poise and composure to minimise friction and build stronger relationships
- How to handle criticism without feeling angry or hurt
- How to say no, without feeling guilty or causing resentment, in a way that people will respect and will not take offence
- Why passive or submissive behaviour may invite intimidation and how to guard yourself against aggressive behaviour

Who should attend?

This workshop has been designed for every woman who wants to communicate with greater confidence and more persuasion in the workplace and at home. It is filled with practical ideas that can be applied immediately and will last a lifetime.

About the speaker

Helen I. Gilzean is Crisp Professional Development's Head of People Development. She is a highly respected trainer with over twenty-five years of experience in programme design and facilitation. Helen has successful management and leadership experience based on business ownership and management of businesses in the USA and UK. Before joining Crisp, she managed UK and Ireland operations for an international franchise, supporting franchisees in customer service and relations, marketing, sales and business management. Helen specialises in management and interpersonal development for all levels in business. Her presentations increase critical skills inventory and self-confidence by unlocking the door to productive communication, positive relationships and higher performance. This course is repeated by popular demand.

Workshop Cost

£99.00 + VAT

Workshop Timetable

09.00	Registration and Coffee
09.15	Welcome and Introduction Hopes for the day – Confidence building How to make the most of your potential Communication Definition The communication balance Communication survey – What's your style?
11.00	Break
11.15	Body language – Listening with Your Eyes Can we talk? What do your body language signals say? Happy people are optimists are you? Difficult and Challenging People and Situations What is their value? Approaches to problem solving – Strength and confidence Handling conflict with poise and composure to minimise friction Your response – Your choice Coping techniques
12.30	Lunch
13.30	Assertive Communication Asserting yourself Assertiveness vs. passive or aggressive Identifying words, gestures and speech patterns that reduce impact Assertiveness techniques Dealing with Aggressive, Personalised Criticism or 'Put Downs' Dealing with extremes – Staying calm and composed Handling criticism without feeling angry or hurt 7 benefits of a happy attitude
15.30	Break
15.45	Active Listening – An Essential Skill. Why? Showing listening Showing understanding Questions, Answers and Tips Communicating skilfully and persuasively A Personal Commitment for Yourself
16.00	Conclusion
16.30	Close

20 August 09	Buckerell Lodge Hotel, Exeter
30 September 09	Lyngford House, Taunton
05 November 09	Buckerell Lodge Hotel, Exeter
10 February 10	Lyngford House, Taunton
16 February 10	Carlyon Bay Hotel, St Austell
14 April 10	Regus, Exeter
17 June 10	Carlyon Bay Hotel, St Austell