

## Course Title: Personal Impact and Effectiveness

### Aim

This workshop will enable you to practice assertiveness and appropriate non-verbal communication skills to create a positive personal impact.

### Who should attend?

Anyone who is concerned about/wishes to improve their ability to assert themselves and to create a positive impact amongst colleagues.

### How long does the course last?

Personal Impact and Effectiveness is a one day (6 hour) course.

### Course Content

- Strengths and development areas in the field of personal impact
- Assertiveness
- Non verbal communication
- Building Rapport
- Building Trust
- Presenting an idea or opinion
- Managing conflicting ideas
- Receiving and offering feedback

### By the end of the course, learners will:

- Be able to effectively analyse their feelings and those of others and apply techniques to manage emotions in order to generate the right impression.
- Be able to overcome any self limiting beliefs that impact the impression they convey.
- Know how to use body language and tone of voice to bring better personal and business outcomes.
- Understand how to build rapport and trust.
- Be able to listen to feedback and deliver effective feedback.