Achieving Professional Excellence Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-11-24

End Date: 2026-11-28

Course Details

Net Fee: £4750.00

Duration: 12 Days

Category ID: MAL

Course Code: MAL-117

Syllabus

Course Syllabus

Introduction

This highly interactive 10-day programme is designed to help participants review and develop the inter-related skills of communication, planning, negotiation and presentation so that they can enhance not only their own effectiveness but also that of their immediate colleagues and teams.

Drawing on classical learning, psycho-linguistic research and ideas associated with NLP and Emotional Intelligence during Week 2, this practical programme helps participants explore and practice the principles and techniques they need to be effective communicators, negotiators and presenters.

Objectives

- Review and develop communication, interpersonal and planning skills and the appreciation of the principles involved

- Build rapport and interpersonal relationships and develop their influencing skills
- Resolve conflicts and differences through effective, creative and mutually satisfactory negotiation leading where possible to win-win solutions
- Maximise deal benefits in commercial negotiations
- Make formal presentations to small and large groups with clarity and persuasiveness
- Handle audience questions effectively and with integrity
- Get support for new ideas and change initiatives

Contents

Day One

Face-To Face Communication and Interpersonal Skills

- Interpersonal skills and building working relationships
- Delegation – giving and receiving
- Assertive communication
- Managing conflict

Day Two

Planning & Time Management

- Prioritising
- Handling and making requests
- Personal planning tools and systems
- Managing interruptions
- Project planning and principles of CPA

Day Three

Team-Working and Meetings

- Team development and group dynamics
- Constructive and inclusive discussions
- Challenging ideas and getting agreement
- Improving meetings
    - planning and preparation
    - participation and control
    - follow-up and meeting notes

Day Four

Managing Information and Written Communication

- Principles of information management
    - digesting information and making it meaningful
- Report writing
    - relevance

- Writing e-mails and letters
  - style
  - tone
  - structure
- Other forms of written communication

Day Five

Supporting Presentations/Improving Teamwork and Systems

- Designing slides and incorporating graphics
- Room setup, equipment and trouble shooting
- Continuous improvement and creative thinking
- Making a case
- Programme review

Day Six

Exploring Communication Skills

- The interaction of verbal, non-verbal and ‘hidden’ elements in communication
- NLP and Emotional Intelligence - developing sensitivity and building rapport
- Briefing skills
- Intra – and inter – team communications and meeting skills – ensuring constructive discussions
- Assertiveness, conflict management and emotional resilience

Day Seven

Negotiating Skills

- Preparation, planning objectives and positions
- Exploring deal variables and win-win opportunities
- Structuring a negotiation
- Bidding, bargaining, proposing and closing
- Creative negotiating – ‘thinking outside of the box’
- Negotiation Exercise 2

Day Eight

Presentation Skills 1

- Presentation Skills Exercise 1
- Characteristics of effective presentations and presenters
- Confidence and nerves
- Determining content and level
- Structuring a presentation
- Making a case
- Preparing for a presentation

Day Nine

Presentation Skills 2

- Stage management
- Using your voice and body and facial expression
- Choosing your words – psycho-linguistic research and the art of oratory
- Presentation Skills Exercise 2 (Part 2 – preparation)
- Presentation Skills Exercise 2 (Part 3 – presentations and feedback)
- Managing the audience
- Handling questions

Day Ten

Presentation Skills 3/Communication and Influencing Skills

- Presentation Skills Exercise 2 (Part 3 – presentations and feedback) cont'd
- Presenting as a team
- Introducing change and getting support – influencing skills and managing the 'politics'
- Programme review and action points