Advanced Communication Skills Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-09-22

End Date: 2026-09-26

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-124

Syllabus

Course Syllabus

Program Objectives:

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

- Utilize advanced communication tools and skills.
- Discover different personal listening styles.
- Understand and harness the power of body language.
- Apply meta programs to improve their understanding of people.
- Practice and use assertiveness skills in different situations.
- Unlock the secrets of influence for effective communication.

Course Outlines

Defining Effective Communication

- The Element of Noise
- Mehrabian's 55-38-7 Rule
- Overcoming Communication Anxiety and Other Obstacles

The Art of Listening

- Effective Listening and Paraphrasing Techniques
- Understanding Different Listening Styles: Active versus Passive Styles
- Improving the Information Recall Rate
- Assessing Personal Listening Profiles

Internal Listening Filters

- Sensory Input Channels
- Internal Filter Systems: the 6 Layers
- 6 Listening Meta Programs
- Avoiding the Loss of Information

Mastering Body Language

- The Art of Body Language
- Components of Non Verbal Communication
- The Power of Appearances
- 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
- Managing Criticism Assertively

The Power of Influence and Persuasion

- Definition and Characteristics of Influence
- 6 Principles of Persuasion: How to Apply Them
- Bases and Sources of Power
- Dealing with Difficult People Using Persuation