

Developing Effective Business Conversations

The Skillful Art of being “In” the Business Conversation

Length: 1 Day

COURSE CONTENT

COMMUNICATING FROM THE INSIDE OUT

- Communications Cycle – How Influence And Impression Impact Others
- What You Are Thinking Makes A Difference
- Never Neutral – Always Adding Or Subtracting
- Listening – More Than Hearing
- Voice Is More Than Words

COMMUNICATING FROM THE TOP DOWN

- How Much Does It Count?
- Head
- Eye Contact
- Body Posture
- Body Contact
- Sitting
- The Hand Shake
- Gestures

STARTING THE CONVERSATION

- How To Start A Conversation
- How To Stay In The Conversation And Be Comfortable
- Things That Probably Will Kill A Conversation

LISTENING – MORE THAN HEARING

- Voice variants