



Communication Skills

Anyone in business needs to be a professional communicator so it makes sense that we understand the important principles that make for truly effective communication.

Whether your aim is to influence staff, sell to clients or make dynamic presentations, understanding your own communication profile and appreciating that others like communication in different ways is the key to success.

This programme aims to heighten self awareness and build an appreciation of the different communication preferences of business people. Building the self esteem of others, using appropriate spoken and written language and understanding body language and the impact it has on your ability to connect with your audience will dramatically improve the power of your message.

This two-day programme will include a detailed profile of your communication style and give you an insight into the four main communication strategies used by some of the world's leading businesses.

By attending the Communication Skills programme you will learn:

- Your individual personality type
- How to communicate with the four main customer types
- The performance iceberg
- The importance of your attitude when delivering key messages
- Styles of communication
- Questioning and listening skills
- Ways of showing empathy
- Techniques to handle irate customers
- How to be dealt with people assertively
- How to give feedback constructively

Who should attend?

- Sales Executives
- Account Managers
- Customer Service Representatives
- Call Centre Agents
- Helpdesk Operators
- Managers
- Business Owners
- Anyone involved with dealing with customers at the front line

Here are just a few comments from our delighted clients:

YELL “..produced the best ever set of results in the history of Yell.”

NHS “Lamore met the specification and programme outcomes perfectly. Absolutely brilliant!”

GOOGLE “..an outstanding training experience.”

OPODO “..training content very relevant and focused for delivering benefits in my role.”



Communication Skills cont

Here are three great reasons for attending the Communication Skills programme:

At Lammore Consulting, our mission is to provide training events that entertain, inspire and make a difference.

Inspire: Our delegates come away from our programmes feeling inspired and ready to meet their challenges head on. The material has been researched and written to meet key business needs in the real world.

Entertain: We promise to deliver our training events in an upbeat and fun way. Our speakers are professionally trained and experienced in the world of business and entertainment, and know how to engage an audience.

Make a Difference: A training workshop is only effective if the learning is implemented. All delegates attending a Lammore development programme are followed up through regular online contact to ensure that their personal development plans are being put into action. In addition we encourage 'Action Learning' events to take place within one month of the training being undertaken to re-enforce the key messages of the programme.

MASTERFOODS “..more original and energising than any management book..”

AUTOTRADER “..fun style of training..coupled with in depth knowledge..”

“ an outstanding training experience ”
google

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