Course Introduction

This highly interactive program focuses on enhancing communication and presentation skills, essential for leadership and organizational success. The course is split into two weeks.

- **Week One** emphasizes improving communication and interpersonal skills through state-of-the-art techniques like Neuro-Linguistic Programming (NLP), Emotional Intelligence (EI), and psychometric testing. Participants will examine their own leadership and behavioral styles while learning to engage and develop employees.
- **Week Two** shifts focus to the art of presenting to groups and larger audiences. In today's business world, presenting with confidence is a crucial skill, yet many people fear speaking in front of groups. This segment aims to remove the stress associated with presentations by providing strategies to enhance presentation skills and build a commanding presence.

Additionally, the course includes specialized training in executive presentation skills, ensuring professionals can present ideas with eloquence and represent their organizations with distinction.

Targeted Groups

This course is ideal for:

- **Heads of Departments**
- **Managers**
- **Supervisors**
- **Team Leaders**
- **HR Professionals**
- **Employees** across all departments and managerial levels

Course Objectives

By the end of this course, participants will be able to:

- Develop communication skills for immediate use in the workplace.
- Recognize personal communication styles and how they influence others.
- Implement strategies for creating a positive work environment and managing conflict.
- Adapt to different behavioral styles and build lasting rapport.
- Identify the key components of effective presentations and apply them.
- Use appropriate body language, voice, and tone to leave a lasting impression.
- Build a commanding presence to communicate with impact and influence.
- Construct engaging presentations from start to finish.
- Tailor presentations to meet the needs of the audience.
- Project confidence and clarity through vocal projection and pacing.
- Use visual aids effectively to enhance presentation impact.
- Deliver business presentations with greater confidence to teams,

clients, and organizations.

Targeted Competencies

- **NLP and Emotional Intelligence**
- **Communication and Interpersonal Skills**
- **Problem Solving and Decision Making**
- **Self-awareness**
- **Assertive Presence**
- **Business Presentation Skills**
- **Planning and Organizing**

Course Content

Unit 1: How to Build Lasting Rapport

- Master the art of building rapport
- Identify and adapt to different behavioral traits
- Develop strong connections that foster trust and commitment
- Use body language to understand others' thoughts and reactions

Unit 2: Self Awareness

- Key concepts of NLP and Emotional Intelligence
- Connecting emotions for greater self-awareness
- Recognizing unconscious messages and following intuition
- Understanding self-talk and its impact
- Exploring Maslow's Hierarchy of Needs and referencing styles

Unit 3: Crystal Clear Communication

- Powerful listening and questioning techniques
- Recognizing thinking patterns and filters in communication
- Using metaphors, sub-modalities, and perceptual positions to enhance clarity
- Creating climates of trust through communication exercises

Unit 4: Empathy

- Sharpen your senses to understand non-verbal cues
- Understand the science of body language and first impressions
- Learn about different learning and communication styles

Unit 5: Motivation

- Understand logical levels of change and the importance of values in motivation
- Set inspiring goals and create a positive future for your organization
- Develop and test well-formed outcomes to ensure success

Unit 6: The Building Blocks of Effective Business Presentations

- Understand the importance of preparation and overcoming presentation

fears
- Structure your presentation effectively using the **BOMBER** process
- Explore stage management and the use of visual aids for a polished presentation

Unit 7: Giving Structure to Your Business Presentation

- Understand your audience’s needs and how to structure your message
- Use brainstorming and visual aids to enhance your presentation
- Deliver practical presentations and refine your delivery through feedback

Unit 8: The Psychology of Presenting: Controlling Self, Stress, and Emotions

- Address fears and nervousness commonly associated with presenting
- Learn vocal projection techniques and engaging audience strategies
- Understand the psychology behind presentations and how to maintain audience interest

Unit 9: Business Presentations With Style

- Learn how to manage your audience effectively and handle difficult questions
- Understand how to navigate challenging situations and difficult people during presentations

Unit 10: Fine-Tuning for Perfect Presenting

- Assess your personal performance and identify areas for improvement
- Utilize advanced techniques to engage the audience and enhance presentation delivery
- Practice self-belief and positive affirmations to boost confidence
- Receive business performance coaching and create action plans for personal, team, and organizational improvements

This course equips participants with the skills and confidence needed to excel in business communication and presentations, ensuring they can represent their organization with distinction and influence.