

Communicating with Confidence & Connecting With Others

Half Day Course

Rating: ★★★★★ 4.8/5



Introduction

It's not just what you say, but how you say it too. Effective communicators are keenly aware of this and are skilled in both verbal and non-verbal techniques.

Hamilton Mercer's Methodologies™ teach powerful techniques to help people raise their self-awareness, project natural confidence and positively influence others.

Learning Objectives

Upon completing this course learners will be able to:

- Present information in a clear, concise and influential manner.
- Quickly gain the attention and trust of others.
- Confidently introduce themselves and sustain conversations with new people.

Audience

People of all experience levels and seniority who want to improve their self-awareness, communication skills and influence when interacting with people at all levels.

Return on Investment

Performance outcomes include:

- Enhanced personal reputation and perception of professionalism.
- Improved internal communications, relationships, and morale.
- Increased self-awareness, confidence and positivity.



Course Content

Module 1: Non-Verbal and Verbal Communication

Learning Outcomes

- Increase self-awareness, confidence and professionalism.
- Become a more believable, persuasive and influential communicator.
- Consistently communicate a responsive (can-do) approach.

Service Methodologies

- Factors of the Voice
- Using Positive and Persuasive Language

Module 2: Rapport Building & Influencing Skills

Learning Outcomes

- Become a trusted advisor by building credibility and respect.
- Select the correct rapport-building strategy to connect with others quickly.
- Adapt your verbal and non-verbal communication to make others feel comfortable.

Methodologies

- Expert Statements
- Matching & Mirroring

How to Book

Book Online

<https://hamiltonmercer.co.uk/theportmanestateacademy/>

Email

r.mcnulty@hamiltonmercer.co.uk

Dates, Locations & Timings

The Portman Estate Office

40 Portman Square, London W1H 6LT

Wednesday 12th July 2023: 9.30am – 12.45pm

Wednesday 7th February 2024: 9.30am – 12.45pm

Hamilton Mercer's training sessions are

Friendly, Highly Engaging and Humorous.



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This course is part of the **Customer Service and Personal Development Academy** provided by Hamilton Mercer