



### Overview

This one day course focuses on raising individual's awareness of the messages we are giving and receiving 'out of awareness'. Reminding us that communication goes on at every level, whether we speak or not and to ensure that we have total congruity when relating to others. Included in this is an appreciation of some likely interpretations of those messages using models such as Transaction Analysis.

### Target Group

This course is aimed at any level of personnel who wish to understand how body language has an effect on themselves and others, and how it can be used as a tool to assist you in your role.

### Objectives

By the end of this course delegates will be able to;

- ✗ Demonstrate an awareness of the impact we have on others
- ✗ Identify how to behave for best possible results

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- ✗ **First Impressions**
  - Understand the power and life span of first impressions
  - How first impressions are created.
- ✗ **Communications**
  - Raising awareness of the breadth of communication
  - Attributes and drawbacks of those methods.
- ✗ **Body Talk**
  - Understanding emotional links to body language
  - Bringing into consciousness what happens subconsciously.
- ✗ **Words, Tonality & Pace**
  - How to control interactions
  - Controlling breathing for self and others.
- ✗ **Image**
  - Define and agree the image required to be portrayed.
  - 'Journey-mapping' to ascertain match of perception to intention.
  - Managing when personal image is not aligned with job image.

### Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.