

program outline



One-on-One Communication

Objectives:

Whether you present one to one informally or formally, this program provided tips and techniques for planning, executing and reviewing one to one communication interactions.

Content:

Before the meeting

- Understanding your client
- Creating a clear purpose
- A framework for your objectives
- Increasing your confidence
- Ideal meeting set up

During the meeting

- Understanding styles types
- What motivates people?
- 5 Star Listening
- Creating the first impression you want
- Eye contact, hand gestures & body language
- Seating & positioning
- Structuring your message
- Solution to common objections
- Dealing with challenging behaviour
- Team presentations

After the meeting

- Close and follow up
- Action points

Outcomes:

- Preparing and delivering successful and persuasive one to one meetings/interactions more confidently
- Being more effective when presenting ideas or recommendations to internal or external clients
- Positively influencing a small audience (customers / stakeholders)
- Effectively positioning the organisation in the marketplace
- Reflecting an appropriate image of the company, products and services
- Communicating the desired message more effectively.

We customise and tailor to your specific requirements. For more information please call us on 9844 2999 or e-mail talkforce@talkforce.com.au.