

## OUTLINE PROGRAMME

### Communication and Motivation

- 1 Communication Skills**
  - a. What is communication
  - b. Communication and your organisation
  - c. Key messages
- 2 Non Verbal Communication**
  - a. Silent approval
  - b. Body language
  - c. Body language of leaders
  - d. Other non verbal communication
- 3 Enhancing Communication**
- 4 Verbal Communication**
- 5 Simple Public Speaking & Presentation**
  - a. Being prepared
  - b. Dealing with an audience
- 6 Listening Skills**
  - a. Promoting active listening
  - b. Techniques for improving listening
- 7 Body Language of Proxemics**
  - a. Territory
  - b. Keeping your distance
- 8 Communication and NLP**
  - a. Improving effectiveness
  - b. Enhancing communication
- 9 Written Communication**
  - a. Tips for effective email
- 10 Dealing with People**
  - a. Think about your role
  - b. Hints and tips
- 11 The Johari Window**
  - a. Self disclosure
  - b. Feedback
  - c. Effective relationships
- 12 Motivation**
  - a. The Importance
  - b. Herzberg
  - c. Why does motivation matter
- 13 Assertiveness**
  - a. Building and boosting confidence
  - b. Self confidence
  - c. Anticipate behaviour
- 14 Bullying**
- 15 Understanding Non Assertion**



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