Effective Communication

During this course you will learn to communicate your ideas better and gain more insight into your own communication style and that of others.



Your behaviour and communication style determine how others respond to you. Sometimes your communication goes according to your wishes, but at other times conversations prove to be more difficult. Do you want to put yourself in a stronger position in your organisation and communicate more self-confidently? During this valuable course you will gain more insight into your own communication style and that of others. Under the guidance of a professional trainer you will learn to communicate in such a way that you achieve your goals in a pleasant and effective way. This will increase your influence and achieve better results, both in your business and private life.

Features

Study duration	2 weeks
Investment	€1,295.-
Number of locations	17

Unique benefits

- ✓ Your personal practice and learning goals are our starting point
- ✓ Long-term effect thanks to a personal action plan
- ✓ Personal guidance from an experienced communication trainer

Result

- ✓ You put yourself in a stronger position as a professional
- ✓ You learn to effectively communicate and get your message across
- ✓ You learn to perceive and assess situations better
- ✓ You know the strengths and pitfalls of your communication style and increase your personal charisma
- ✓ You can give and receive respectful feedback
- ✓ You learn to deal with difficult situations and resistance
- ✓ You are able to communicate your ideas better and increase your influence in cooperation with others

Target audience

Anyone who wants to improve his or her communication.

Programme

- Effective observation and communication
- Levels of communication: your personal style and that of others
- Verbal versus non-verbal communication
- Active and empathic listening
- Effective influence
- Rose of Leary
- The technique of asking questions
- Giving and receiving feedback
- Dealing with resistance
- Effective use of different communication styles and patterns
- Practical situations and examples
- Personal action plan

Study method

Online intake

Prior to the training you will fill in an online intake form. In this intake you map out your learning goals.

Assignments

Under the guidance of an experienced communication trainer you will exchange experiences and work on individual and group assignments. The assignments are analysed and discussed afterwards.

Individual feedback

Through individual feedback you gain insight into the way you communicate, the influence this has on others and your personal points for improvement.

Personal action plan

At the end of the course you will write a personal action plan, stating how and when you are going to apply what you have learned.

ICM-certificate

When you have completed the entire course, you will receive the ICM certificate.

Locations & date

The course times are 9.30 to 17.00 and comprised of 2 meetings. This course can also be followed completely online via the virtual classroom.

The training is provided in Alkmaar, Amsterdam, Apeldoorn, Arnhem, Breda, Den Bosch, Den Haag, Eindhoven, Enschede, Groningen, Heerenveen, Maastricht, Online Virtual Classroom, Roermond, Rotterdam, Utrecht and Zwolle.

Nov 2026	Th 12-11	Th 26-11
Jan 2027	Tu 26-01	Tu 09-02
Mar 2027	Th 18-03	Th 01-04
Jun 2027	Tu 22-06	Tu 06-07
Aug 2027	Th 12-08	Th 26-08
Nov 2027	Tu 30-11	Tu 14-12
Jan 2028	Th 20-01	Th 03-02
Mar 2028	Tu 07-03	Tu 21-03
May 2028	Th 11-05	Th 08-06

Investment

The investment is €1,295.-.

This excludes € 57.50 per day for the day arrangement or € 25.00 per evening for the evening arrangement. For online meetings we do not charge arrangements fees.

VAT

The total investment is excl. VAT. Exemption from VAT is possible. In that case you pay 10% on top of the investment price.

More information

Financing

There are various options for subsidies for both employers and private individuals to follow a training.

More information

Possibilities for your employer

Many employers have a training budget that allows employees tot develop and grow in their career. You can find out what the options are within your organization by checking your terms of employment or by checking with your manager or HR.

Invoice

The invoice for this course will be sent after the first meeting. If you would like to receive it beforehand, you can mention this in the comment section of your enrolment form.

Study method Virtual Classroom

When you attend this course in the Virtual Classroom, this study method applies.

Incompany

ICM also offers this course incompany, tailor-made for your organisation.

Advice

For more information and registration look at:

https://www.icm.nl/opleidingen-en-trainingen/communicatievaardigheden/effective-communication/

Or call 030 – 29 19 888 for a personal study advise