

Effective Communication

2 Days

Also available in Virtual Classroom

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 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.

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

Program

- 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

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

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

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

Features

Study duration: 2 days

Investment: € 1.095

Number of locations: 17

Place & 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.

This course 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.

Course: Thurs 22 Jun – Thurs 6 Jul 2023

Course: Teus 1 Aug – Teus 15 Aug 2023

Course: Thurs 28 Sep – Thurs 12 Oct 2023

Course: Teus 21 Nov – Teus 5 Dec 2023

Course: Thurs 18 Jan – Thurs 1 Feb 2024

Course: Teus 19 Mar – Teus 2 Apr 2024

Course: Thurs 23 May – Thurs 6 Jun 2024

Course: Teus 18 Jun – Teus 2 Jul 2024

Target audience

Anyone who wants to improve his or her communication.

Investment

The investment amounts € 1.095.


This excludes € 47,50 per day for the day arrangement or € 17,50 per evening for the evening arrangement. No arrangement costs are charged for the online meetings. We reserve the right to change our products prices at any time. Check the website for the latest information.

The investment excludes vat. Payment without vat is possible. For more information www.icm.nl/btw.

Advice & enrollment

See the most current data and information on our website.

 **Personal advice** +31 (0)30 29 19 888

 **Request for quotation or sign in** www.icm.nl/efc

ICM also offers this course in-company (www.icm.nl/maatwerk).



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