

## Increase Your Communication Effectiveness with Coaching Skills



When managing a team, or leading a department, your communication effectiveness and ability to understand, motivate and empower your people is one of the most important elements for success. At MCW we have developed a highly effective two day workshop to enable attendees to use the attitude, tools and skills of a coaching approach when communicating with people internally or externally.



### On these 2 days you will experience: [\(course outline\)](#)

- How to be a flexible communicator, how coaching can be effective
- The core coaching models and tools
- The key coaching skills - Rapport, Listening, Questioning, Goal Setting and Motivation Values and Beliefs Elicitation
- Plenty of one on one practice sessions

### What kind of course will it be?

- This course is the first module of a coaching accreditation journey, or it can be stand alone communication skills workshop.
- Excellent trainer-to-delegate ratio (circa 1:5)
- Course style – fully interactive, applied and tailors to individual requirements
- Course will be lead by experienced NLP and coach Trainers
- We are a ILM recognised training provider
- Find out what [past attendees](#) said

### Who are Making Change Work?

- We are a behaviour change consultancy, who work with organisations to realise their potential.
- We are learning and development specialists, and train and coach people in the things we do. [Our Website](#)

### The cost of ineffective communication?

*In a 2009 survey by IDC, UK and US enterprises are losing an estimated £18.7bn each year in direct losses though miscommunication (and this doesn't include intangible losses to brand reputation)*

**Cost:** £399+vat for the 2 day course, in central London

**Dates:** 7<sup>th</sup> & 8<sup>th</sup> September, and 10<sup>th</sup> 11<sup>th</sup> November 2010



Changing Behaviour to Realise Potential