



"Excellent Service - Excellent Delivery"

THE ART OF BUILDING LASTING RAPPORT

ADVANCED COMMUNICATION SKILLS

Communication, Empathy & Motivation

09 - 13 Aug 2021, Paris
15 - 19 Nov 2021, London
10 - 14 Jan 2022, Kigali



An ISO 9001:2015 and ISO 29993:2017
Certified Company



United Nations
Global Compact

ADVANCED COMMUNICATION SKILLS

Communication, Empathy & Motivation

WHY CHOOSE THIS TRAINING COURSE?

Excellent communication is essential for the creation of a highly effective and productive organisation and workforces. In the 21st century we have more effective ways of communicating than in the past, yet good quality interpersonal communication is on the decline. The art of building rapport with people is essential for developing trust, openness and meaningful relationships.

This highly interactive AZTech course, investigates tried and trusted management processes, procedures and methodology used by many blue chip companies to build productive and cohesive units whilst establishing strong working relationships with people at all levels. In this training course, you will explore behaviour, communication and leadership styles.

This AZTech training course will feature:

- The art of building lasting rapport
- Key concepts of NLP and Emotional Intelligence
- Powerful listening and questioning techniques
- Communicating first impressions - the secrets of body language and charisma
- Public speaking and presenting to groups with confidence

HOW WILL THIS TRAINING COURSE BE PRESENTED?

This AZTech training course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. The course is carefully designed to address all styles of learning and to engage participants fully. Lectures and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations. This process makes training exciting, fun filled, fast-paced, challenging and empowering. This AZTech training course uses the cutting-edge skills of NLP and Emotional Intelligence to open your mind to how people think.

WHO IS THIS TRAINING COURSE FOR?

This AZTech training course is suitable for middle and senior managers responsible for building and propelling their organizations into the future as industry beacons. Ideally suited for executives of all levels, human resource personnel, and professionals who need to communicate effectively with staff, colleagues and customers.

This training course is suitable to a wide range of professionals, but will greatly benefit:

- Individuals with leadership potential
- Individuals being developed for promotion
- Individuals who need to communicate effectively to fulfil their role
- Individuals who can disseminate newly learned skills within the workplace
- Individuals who want to be able to build lasting rapport with those around them

WHAT ARE THE GOALS?

By the end of this AZTech training course, participants will be able to:

- Develop strategies for creating a positive work environment by build and developing motivated teams and individuals through harnessing the power of personal motivation and effective communication
- Gain the knowledge and understanding necessary to move forward with enthusiasm and assurance
- Gain a greater understanding of the behavioural traits of your customers, colleagues and social network by learning to adapt in order to build lasting rapport
- Understand the key roles you have in encouraging and developing your staff
- Develop practical solutions to work related issues through the business models of Neuro Linguistic Programming, Emotional Intelligence and psychometric profiling

THE COURSE CONTENT

Day One: How to Build Lasting Rapport

- The art of building lasting rapport
- How to identify behavioural traits and react to them
- How to modify your own behaviour to match other's
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Read body language in order to understand how others are thinking and responding to you

Day Two: Self-Awareness: How to Gain a Greater Understanding of Yourself

- Key concepts of NLP and Emotional Intelligence
- Connecting your feelings for greater self-awareness
- Eliciting emotions
- Noticing your unconscious messages and following your intuitions
- Self-talk and what it means
- Internal and external referencing

Day Three: Crystal Clear Communication

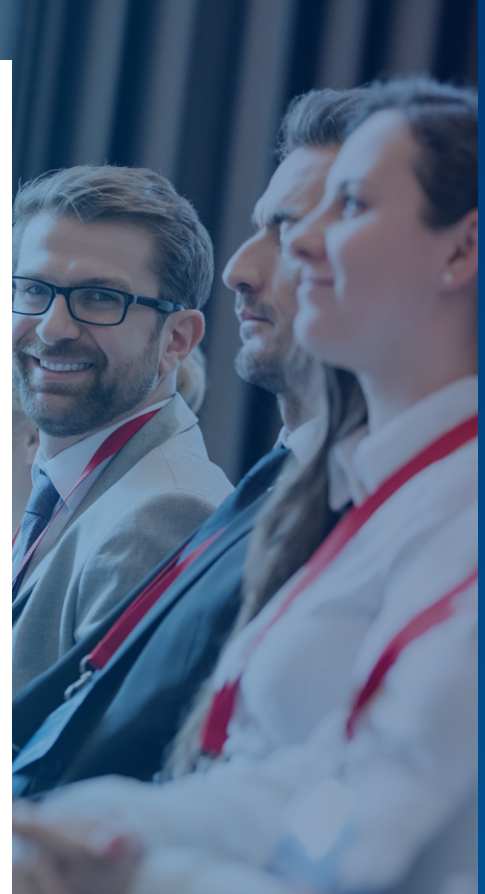
- Powerful listening and questioning techniques
- Thinking and language patterns
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well-formed outcomes

Day Four: Empathy: The Ability to Understand Situations from Another's Perspective

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions - the secrets of body language
- How we communicate
- Filters to communication
- Learning Styles
- Modelling: how others do things

Day Five: Motivation: How to Get the Most from Yourself and Other

- Logical levels of change
- The importance of values in motivation
- Eliciting values for yourself and your organisation
- Setting goals that motivate
- Creating a positive future for your organisation
- Testing your well-formed outcomes



THE CERTIFICATE

AZTech Certificate of Completion for delegates who attend and complete the training course



THE ART OF BUILDING LASTING RAPPORT

ADVANCED COMMUNICATION SKILLS

Communication, Empathy & Motivation

DATE	VENUE	FEES(USD)
09 - 13 Aug 2021	Paris	\$ 5,950
15 - 19 Nov 2021	London	\$ 5,950
10 - 14 Jan 2022	Kigali	\$ 5,950

REGISTER NOW

**This fee is inclusive of Documentation, Lunch and Refreshments and exclusive of 5% UAE VAT*

**Complete & send by fax/mail to address given below.
PLEASE USE BLOCK CAPITALS.**

REGISTRATION DETAILS

FAMILY NAME: _____

FIRST NAME: _____

POSITION: _____ COMPANY: _____

MAILING ADDRESS: _____

TELEPHONE: _____ MOBILE: _____

FAX: _____ EMAIL: _____

AUTHORISATION

AUTHORISE BY: _____

POSITION: _____ EMAIL: _____

TELEPHONE: _____ FAX: _____

POSTAL ADDRESS: _____

MODE OF PAYMENT

- Please invoice my company
- Please invoice me
- Please find enclosed a cheque payable to AZTECH
- / Credit card

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

CANCELLATION & SUBSTITUTION

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a \$250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

4 WAYS TO REGISTER

Telephone: **+971 4 427 5400**
Fax Number: **+971 4 427 5401**
Email Address: **info@aztechtraining.com**
Visit our website: **www.aztechtraining.com**

DOWNLOAD CLASSROOM TRAINING PLAN 2021

Scan this code with your smart phone to download Classroom Training Plan 2021



Our training portfolio will provide you a number of seminars and courses to choose from depending on your organisational goals and personal development objectives.