

# REIMAGINING COMMUNICATION

Our communications skills training can work for any business no matter what size or sector. Every business uses a combination of one-to-one and one-to-many communication techniques. Giving your teams and business the confidence that you are using proven strategies to get your message across in the most effective way.



## What challenge does this address?

Effective communications are essential to any business, for both employee engagement internally and connecting with suppliers and clients externally.

In many communication scenarios, the message (what is said) may not be received as the sender intended. Reimagining Communication provides the communicator with the skills to convey clear and concise messages no matter what the scenario.

As businesses start to fully open up again many employees, suppliers and customers may be anxious and unsure about face-to-face interaction, knowing how to manage these concerns with the correct level of empathy will be very important in the coming months.

## Why "Reimagining Communication" may be right for you?

Arguably one of the most important skills to have in any business or interpersonal setting is communication.

Relationships both internal (employee) and external (supplier/customer) are improved immeasurably when the other party "feels heard".

Knowing how to communicate with empathy, transparency and clarity are vital skills for any employee in the difficult times we are all facing.

Developed and presented by **Novalead** Limited  
Discover more at: [novalead.co.uk/communication/](https://novalead.co.uk/communication/)

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## How will "Reimagining Communication" address the challenge?

We provide the scientific research and arguments on classic and contemporary communication, dismissing some of the many accepted facts about communication as mere myth and speculation, giving you and your people the techniques and strategies that have been proven to work.

### Insights from the science of communication covered on the course:

- Personality Awareness
- Rapport Building
- Trust and Confidence
- Questioning & Listening Techniques
- Communication Styles
- 8 Micro-Expressions
- NLP & Body Language
- SOLER Micro Skill
- Non-Verbal Communication
- PCM Personality Types
- Remote Communications
- Mindfulness

## The Outcome you will see?

### On the completion of the Reimagining Communication course you will be able to:

- Connect with anyone in any situation.
- Identify a person's preferred method of communication.
- Dismiss the commonly held myth that 93% of communication is non-verbal.
- Identify the 3 communication styles and apply the most effective one.
- Use micro-expression to uncover hidden meanings and how best to respond.
- Uncover the 6 different personality types and learn how best to deal with them.
- How to use body language to build rapport and improve your communication.
- Discover proven techniques to enhance your remote communication skills.
- The 7 Principals of influence and persuasion.
- Why how you are perceived to listen is just as important as how you actually listen.
- A simple proven method that shows the other person you are listening.
- Use mindfulness to go beyond empathy and improve how you deal with others.

## Follow-Up to Maximise Recall

Learning theory tells us recall of any information drops to just 20% over time. To avoid this and ensure maximum impact from the Quality Through People workshops we deliver each attendee with a scheduled series of five concise reviews as follows: after 24 hours, 1 week, 1 month, 3 months and 6 months to ensure maximum retention of these important business and life skills.

Discover more about the **Novalead** Limited customer journey at:  
[www.novalead.co.uk/journey/](http://www.novalead.co.uk/journey/)

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Go to our website to discover more about our services and read our latest blog posts, book reviews and industry news.

[www.novalead.co.uk/communication/](http://www.novalead.co.uk/communication/)

[info@novalead.co.uk](mailto:info@novalead.co.uk)

+44 (0) 8456 170 697

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