



# Advanced Communication Skills Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-09-01

**End Date:** 2026-09-05

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** MAL

**Course Code:** MAL-124

## Syllabus

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### Course Syllabus

#### Program Objectives:

**By the end of the program, participants will be able to:**

- Utilize advanced communication tools and skills.
- Discover different personal listening styles.
- Understand and harness the power of body language.
- Apply meta programs to improve their understanding of people.
- Practice and use assertiveness skills in different situations.
- Unlock the secrets of influence for effective communication.

#### Course Outlines

##### Defining Effective Communication

#### • THE LIGHT OF NOISE

- Mehrabian's 55-38-7 Rule
- Overcoming Communication Anxiety and Other Obstacles

### **The Art of Listening**

- Effective Listening and Paraphrasing Techniques
- Understanding Different Listening Styles: Active versus Passive Styles
- Improving the Information Recall Rate
- Assessing Personal Listening Profiles

### **Internal Listening Filters**

- Sensory Input Channels
- Internal Filter Systems: the 6 Layers
- 6 Listening Meta Programs
- Avoiding the Loss of Information

### **Mastering Body Language**

- The Art of Body Language
- Components of Non Verbal Communication
- The Power of Appearances
- Eliciting Thinking Patterns through Eye Movement
- Building Rapport using Body Language

### **Advanced Assertiveness Skills**

- Understanding Assertiveness: Definition and Values
- Components of Passive, Assertive and Aggressive Styles
- Assertiveness Rights and Responsibilities
- Managing Criticism Assertively

### **The Power of Influence and Persuasion**

- Definition and Characteristics of Influence
- 6 Principles of Persuasion: How to Apply Them
- Bases and Sources of Power
- Dealing with Difficult People Using Persuasion