

## Confident Communication and Professional Image Building

with Veronica Broomes

Thursday, 11<sup>th</sup> February 2010, 219 St John Street, London, EC1V 4LY

### Introduction

Meeting new clients and speaking to large audiences form part of the role of many senior managers of educational institutions. This requires a high level of presentation skills and ability to communicate with ease before a range of audiences. This one-day workshop will give you practical tools and insights on how to improve your communication skills and be more effective in a range of business situations, from winning new clients to motivating teams, and in strengthening your personal brand achieve a positive image. Participants will develop practical tools and insights on improving effective communication skills and personal image.

This session is for experts and team leaders in educational institutions who have front-facing roles with clients. This course will be especially beneficial for staff keen to advance their careers and open to new roles in their organisation.

### Session Outline

Interactive session to cover:

- Essential communication skills
- Building your confidence and reaching for stars – confidence building techniques
- Developing your Personal Brand - communicating through appearance and behaviour
- Communicating with voice and body – tone, clarity, body language
- Enhancing team interaction and effective engagement with clients – interpersonal skills
- Umm, Ah, Err! – dealing with empty fillers and distracting mannerisms
- Handling difficult and complex questions confidently
- Active listening and power pauses
- Action based and interactive learning approaches will be used during the workshop. These include use of case studies, group work, handouts and DVDs/audio resources.

Timetable	
Registration	10.00
Start Time	10.30
Approximate End Time	16.30/17.00
<i>Lunch and refreshments provided</i>	

### Outcomes

- Apply proven techniques for effective and confident communication
- Create and reflect your personal brand at events at work and externally
- Use tips and techniques from the workshop to improve your personal communication skills and professional image

English UK Training Events 2009/2010

**Trainer Profile**

**Veronica Broomes** is a trainer, consultant and business coach. She began working as a Consultant in the mid-1990s and in 2004 set up her present training business which provides effective communication, personal development, management and leadership skills to staff in small businesses, charities and large organisations. In addition, she delivers CV preparation and interview skills training to secondary schools students, senior level career changers, change management and assertiveness training and has undertaken consultancies on Environmental Management for businesses and Corporate Social Responsibility. Her engaging, interactive and professional approach to training, ability to assess training situations and adjust to learning styles and multiple intelligences of learners results in training that not only meets, but exceeds expectations and allows learners to apply learning on completion of training.

**Contact:**

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