

Social Intelligence

Improve Your Personal Impact

This one-day course is for people who need to speak in front of others and create good impressions. Personal impact is crucial for personal and professional success. We look at where impact comes from; how to tap into our inner confidence and speak from authenticity; how to be congruent in our words and actions.

Course Objectives

- Become more aware of the messages your send through your non-verbals
- Manage your body language – make it say what you want it to say
- Sending clear and convincing messages
- Speed read others' body language

Course outline

1. Perceptions
 - How do you want to be perceived?
 - How do others perceive you?
 - Teaching people how to treat us
2. The Body Language model
 - How we communicate without saying anything
 - Are you listening to the non-verbal cues?
 - Micro-expressions – improving our uptake
3. Work the body
 - Communicating strength through confidence
 - Choosing levels of impact
 - When is mirroring useful
 - Adaptive communication
4. Case studies in credibility
 - Can we change our body language for more impact?
 - How we can make incremental changes
 - Dealing with the difficult ones – video case studies
5. Wrap up
 - Inventory take – appreciation of strengths
 - Setting stretch goals

This course can be delivered as a one-to-one coaching programme as part of a leadership development programme.

Effective leaders create personal impact by being their own person, walking their own talk, marching to the beat of their own drums. Coaching can help gain clarity around how to go about doing this.

It can also be customised into a two-day programme for a front-line team. This would focus on customer service issues such as:

- Standardising dress code
- Handling difficult clients with poise
- Verbal aikido for challenging situations
- Turning complainers into advocates
- Setting a service culture

You are a truly superb genuine communicator I've ever known. You've no idea how huge a difference you've made to others, especially me ...
Client Feedback

Clothes make the man. Naked people have little or no influence on society.

Mark Twain (1835 - 1910)



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