

# How To Be A Better Communicator



## What You Will Learn in 3 Hours

- The power of words, tone and body language
- An understanding of “Environmental Noise” and “Value Noise”
- The six impressions you make on people
- How to fix a nasty voice tone
- How to be an active listener
- How to say “no”
- How to deliver effective feedback
- How to give clear instructions
- The secrets of power persuasion
- How to be a good conversationalist
- 8 key e-mail tips

## Learning Objectives

- Learn how to communicate confidently and effectively
- How to create rapport, build trust and improve credibility
- How to have power and influence with people
- How to communicate through difficult situations