

A recent study revealed that over 60% of misunderstandings in business result from ineffective communication – despite the fact that over 80% of our time is devoted to communicating!

Our practical coaching programme will help you to define your unique communication style, explore its impact on those around you and minimise misunderstandings. An initial session with your coach enables you to determine:

- **Your needs** (*and the related needs of your organisation*)
- **Your preferred learning style and pace**

Once an approach has been agreed, your coach will explore the specific issues you wish to tackle during the programme. For example, these may include:

- Exploring your role – both within and as a representative of your organisation
- Identifying your customers – internal and external – and understanding their perceptions of you
- Recognising how the perceptions of others can limit or enhance your performance
- Exploring personality profiles – yours and others – and how they interact
- Identifying your key results areas and the communications barriers that keep you from achieving
- Developing key communication skills e.g. active listening, questioning techniques and professional etiquette
- Refining your unique communication style for maximum effect
- Practising effective communication techniques for dealing with conflict & difficult situations
- Formulating an action plan for future personal development

With this information, your coach will then devise a tailored coaching programme and agree a schedule. This approach allows for greater flexibility, e.g. tackling issues that arise during the programme.

In addition to the scheduled one-to-one coaching sessions, your coach will also be available to offer guidance by phone or email if you require.

Contact us now on [01481 728248](tel:01481728248) or contact@select-training.co.uk – and let us help you make your goals a reality.