

Professional Training in English

Communication & Negotiation Skills



OBJECTIVES

Do you interact in English with colleagues, bosses, customers, students, suppliers, authorities, the public or service users? For sure there is always room for improvement in our communication abilities.

Verbal Behaviour Analysis (VBA) is a technique to learn the concept of communication as a behavioural trait, apply it creatively, and with tact. An effective communicator should have different techniques to deal with different types of people and situations and do this effectively. A common problem in communication is that the message can be perceived and evaluated differently, by the sender and the recipient. Having a better understanding of the influence of **Verbal Behaviour Analysis (VBA)** and the people with whom we communicate can help avoid such difficulties.

How do we send our message? The personality of the communicator determines this to some extent. However, we can adapt techniques learned, a certain style, to convey the message that we want, and achieve the ultimate goal of our communication with positive results.

Verbal Behaviour Analysis (new to you) has a long and well-established history in The UK training and development scene. Are you ready to explore the benefits Verbal Behaviour Analysis in Valencia?

OBJECTIVES

- Learn the Verbal Behaviour Units (VBU)
- Analyse the strengths and weaknesses of your style of verbal communication to persuade and influence
- Recognize categories of VBU in action
- Understand the best way to use Verbal Behaviour Units (VBU)
- Application of VBA in simulation exercises
- Learn to solve communication problems
- Learn to choose which (VBU's) could be more effective in communicating & negotiating
- Developing a flexible communication style
- Acquire a greater awareness your messages and the style used
- Improve speed and efficiency in communication situations

ENGLISH LEVEL

Minimum: B2

For the optimal development of this course, attendees should have a good level of spoken English as well as written abilities.

Puede ser bonificada por Fundación Tripartita a través tu empresa.

METHODOLOGY

The program consists of technical training, advice, dynamic exercises with cases studies and their application in the real world. Participants work in small groups and in pairs so that through practice, understand and reinforce learning in order for it to be transferable to different situations in their everyday work.

There will be a maximum of 10 participants and practical methodology to facilitate the training. Whenever possible we seek to incorporate case scenarios of work environments to aid learning.

ADDED VALUE

Training sessions will be taught entirely in English by Denzle Mills, who and specializes in the area of training and development for non-native speakers and English language learning. See client list.

DATE: consult webpage

Time: Friday: 16:30-21:30

Saturday: 09:00-14:00

Total Hours: 10

COURSE FEE: 220 €

VENUE: SIMPLE WORK Centro de Negocios
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