

Based in UK, Spain and Middle East, SCT unleashes your potential for smarter results. Biographies of all our trainers their experience, locations and languages and so much more can be found on the website: www.smartcoachingtraining.com.



KHDA/Actvet Certified

OnLine: Ace your communication

Communication skills are recognised as a fundamental need to succeed in business and also in life. These short courses are examples of what can be learnt in a few hours

Smart Coaching & Training and Focus is offering this one day public course delivered by Focus' and SCT's experienced trainers in Morocco. Also available for remote delivery and online course



Morocco

Ace your communication

Communication is at the heart of our lives, both personal and work. Good communication is an art. This course will give you insights, tips, ideas and inspirations to enhance your communication to be more productive, bring you better results and enable you to create great relationships. Are your challenges:

- ✓ Are your conversations fun and fruitful?
- ✓ Do you find it easy to chat and interact?
- ✓ Are you comfortable having conversations at all levels and with all people?
- ✓ Are you happy to ask for what you want?
- ✓ Do others understand what you are asking, do you get the results you want?

You have it in you to be an excellent communicator. So that can happen, the first step is to be aware of your own ways of communicating, what your preferences are, what you like and don't like. That knowledge gives you the gift of understanding how others are communicating with you, what is good, what works, what could be better.

This course will focus on enhancing your communication skills and give you some new perspectives on how to build really good relationships. Looking at communication styles and preferences, all the different types of communication, the elements of good interactions, how to manage difficult conversations, to help you:

- ✓ The power of words
- ✓ Communication Styles: What do you like; Why understanding your own communication style is essential; Exploring your communication style
- ✓ All the ways you can communicate: Communication skills; Language and gestures; 5 levels of listening, Rapport and Trust, Great Questions
- ✓ Better Conversations: 10 ways to have a better conversation; Top Tips; How to Handle difficult conversations

This will help you to:

- ✓ Be a confident communicator
- ✓ Read verbal, non-verbal and between the lines interactions
- ✓ Influence, persuade and negotiate for better results
- ✓ Put your message across and make the Ask
- ✓ Enjoy good relationships

These courses are sometimes run as open public courses but more often are run for companies who provide up to 12 participants

Your Trainers



Randa Shanableh is a bilingual IT and Soft Skills trainer and coach, a founder of Focus Training.

David Rigby has over 30 years' experience of management consulting, training and coaching.

My compliments to the trainer for his ability to deal with the challenges of a multi-cultural class. Ammroc Abu Dhabi

I am very lucky to have met such a brilliant woman, Randa was one of the most efficient and capable trainer and coach to handle such projects. Jordan

David is a very effective educator, coach and speaker. His delivery is very engaging, and he presents in a way that everyone could understand. Abu Dhabi University

My staff qualities have been finely polished at the hands of Ms Randa Shanableh, a great craftswoman, dedicated coach, passionate, evolutionist and creative. London

it's great to feel your energy, David, and to know the myriad talents you use to develop people. Inspiring!! Coach Barcelona

David ran International Certification in Advanced Leadership Skills leveraging a unique interpersonal style that made fun learning. Braincraft Ghana

You can learn from him just by listening to him speaking. Rolaco Jeddah KSA

It was very enlightening to understand myself more as a professional and understand my team better to support and enhance their skills. Al Tayer Dubai

Smart Coaching & Training Ltd

Whatsapp and UK +447788425688 +34 644773910 +971 5 566525970

info@smartcoachingtraining.com www.smartcoachingtraining.com

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