

Based in the UK, with associates in four continents, speaking 11 languages, 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

Your Trainers

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



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

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

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

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 trainers and coaches 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

Ace your communication

Communication is at the heart of our lives, both personal and professional. 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. What are you challenged by?

- ✓ 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 for, do you get the results you want?

You have it in you to be an excellent communicator. To make that 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. It will look at communication styles and preferences, the different types of communication, the elements of good interactions, and how to manage difficult conversations, featuring these topics:

- ✓ The power of words
- ✓ Communication styles: What 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 are more often run for companies who provide up to 12 participants

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