

APS 5 - 6

Communication Skills for Impact & Influence Toolkit

7 - 8 Feb | Online Delivery

Master the essentials of impactful written and verbal communication

- Learn to communicate with an audience-centred approach
- Overcome verbal and non-verbal barriers to landing your message
- Understand influence vs persuasion and how to use both
- Techniques to manage emotions and mindset in challenging situations

THE AGENDA

Day 1

7 FEB | 9:00 - 4:30

- Influential and impactful writing essentials
- Taking a reader-centred approach
- Impact, influence and persuasion
- Planning, structure and editing

Day 2

8 FEB | 9:00 - 4:30

- Verbal and non-verbal strategies to maximise impact
- Communication skills 1: Building a connection
- Communication skills 2: Making an impact
- Overcoming communication barriers and managing challenging situations

YOUR FACILITATOR

With a vast array of experience across the public sphere and Law Societies in both the UK and Australia, Giles implemented industry firsts that led to unprecedented reductions in complaints against accredited law practices. As a speaker and facilitator, Giles' client-centred approach makes for engaging, practical and relevant content.



Giles Watson
Director
CX Training

GROUP DISCOUNTS

3 - 4 Attendees

15%

5 - 7 Attendees

20%

8 - 9 Attendees

25%

10+ Attendees

30%

BOOK NOW AND SAVE

Rapid Action

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Ends 17 Oct

Value Plus

Save \$600

Ends 10 Nov

Super Saver

Save \$400

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Early Bird

Save \$200

Ends 22 Dec

Call +61 2 8239 9711 **Priority Code - I**

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Delegate Information

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2				
3				
4				
5				
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9				
10				

Pricing

Ends 17 Oct

Rapid Action

Save \$800

\$1999 +gst = \$2198.90

Ends 10 Nov

Value Plus

Save \$600

\$2199 +gst = \$2418.90

Ends 30 Nov

Super Saver

Save \$400

\$2399 +gst = \$2638.90

Ends 22 Dec

Early Bird

Save \$200

\$2599 +gst = \$2858.90

Standard Rate

\$2799 +gst = \$3078.90

GROUP DISCOUNTS

3 - 4 attendees

15%

5 - 7 attendees

20%

8 - 9 attendees

25%

10+ attendees

30%

No. of Attendees

Total incl. GST

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