

The Power of Non-verbal Communication

We base our judgements of people primarily on their non-verbal communications, but it is easy to misjudge people because non-verbal communication is so difficult to 'read'. This course is more than simply an entertaining lesson on how to read body language. You will have the opportunity to explore the impact that your own non-verbal messages have on your relationship with others and develop strategies to improve your interpersonal communication.

This program will help to you:

- Define non-verbal communication
- Recognise its importance in the total message
- Recognise that reading non-verbal communication is more than simply interpreting body language
- Identify seven aspects of non-verbal communication
- Highlight the role of non-verbal behaviour in our relationship with customers
- Check with the sender of the message the meaning of the non-verbal communication
- Interpret and use your own non-verbal communication appropriately

Target Group: anyone wishing to improve their self-awareness

Course length: 1 day

For more details on how Learning Insight can help your organisation contact

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A moment's insight is sometimes worth a life's experience.
Oliver Wendell Holmes Jr. (1841 - 1935)