



in partnership with



# Advanced Communication Skills: An RSVP Design Experiential Workshop

## What is this workshop about?

This two-day workshop is specifically designed for those who wish to develop their own communication skills or to help others to improve their inter-personal communication. It is suitable for line managers, trainers, professionals, those in 'customer-facing' roles and those whose jobs involve dialogue, discussion and negotiation. It is of special value to those who need to communicate in difficult and sensitive situations in which absolute precision and empathy in communication is vital to ensure positive results.

## Why should I come?

You should come if you want to improve your skills in:

- Advanced listening and questioning
- Influencing and persuading
- Negotiation
- Conflict resolution
- Coaching and counselling
- Communicating through presentations

## What will we do?

During this workshop you will take part in a series of structured communication tasks and scenarios. You will work in a group of no more than 8 participants. Supported by an RSVP Design facilitator and a professional actor/facilitator from AIM Associates you will work in small groups to learn, develop, rehearse and apply key communication skills in realistic contexts. You will receive on-going coaching and feedback from peers and facilitators and will be involved in a highly supportive co-operative learning group.

The content of the programme includes:

- An introductory experiential learning communication task and review
- An extended inter-team negotiation task and review
- An introduction to a 'whole brain' model of communication: learning to 'translate' your communication for different audiences
- An introduction to the specific skills of communicating through presentation work (formal communication)
- 4 highly relevant practical scenarios, involving professional role-play
- Individual feedback and suggestions for future development

## What will I take away?

Apart from your own learning from the workshop, you will take away a highly versatile RSVP Design experiential toolbox: Colourblind.® This challenging activity (which retails at £249 + VAT) is an established and highly successful communications exercise that is used by organisations worldwide to develop high level communication skills in areas in which error and misunderstanding comes at a high cost. It will be an excellent addition to any portfolio of communication teaching tools.

**Advanced  
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