

## ADVANCED PROFESSIONAL COMMUNICATION SKILLS

**Target Group:**

Professionals who often use English in internal and external communication **Seminar**

**Language:**

English

**Scenario:**

The participants of this intensive training practice their communication skills in authentic professional exercises. They make use of suitable expressions and common phrases that help them to create a good relationship with intercultural communication partners. They learn how to hold their ground when presenting work results, negotiating and other relevant professional settings. Through detailed feedback and best practice exchange they enhance their fluency of speaking and their level of persuasiveness.

**Learning Objectives:**

- You enhance your confidence in business discussions
  - On the phone
    - In telephone conferences
  - Face-to-face meetings
- You know advanced concepts of communication psychology and how to apply them in internal and external intercultural settings
- You act flexibly and creatively and are able to adjust your argumentation to your target group

**Contents:**

- Collection of the Participants relevant professional Settings
- Persuasion Psychology
- Key-Word Questions and Statements
- Dealing successfully with different Cultures
- Setting expectation Frames
- Appearing sovereign
- Dealing with Feedback and Criticism on an intercultural level

- As a receiver
- As a sender

**Methods:**

Feedback, Videofeedback, Single- and Groupwork, Exercises, Practical Cases, Discussion, Trainerinput

**Date / Duration:**

2 days

**Trainer:**

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