

Positive Verbal Skills

This workshop is currently in development

This tailor-made course will be available shortly for presentation in-house for your organisation. It will be available as a full day course. A half-day version will also be available.

Words provide the foundation for all effective communication. This course will help you to say the right thing at the right time. It will build your confidence in conversation and your ability to respond quickly and appropriately.

Who will benefit

This workshop will benefit people who need to respond quickly and effectively in presentation, discussion or debate. It will be particularly helpful to people who communicate face to face or on the telephone with colleagues, customers or members of the public.

For more information [email Midas today](#), send us an [enquiry form](#) or telephone us on + 44 (0)845 468 0235

Possible workshop content

These are some of the topics we are considering for inclusion in this workshop. If there is another topic you would like us to include in your course, just let us know. We will then tailor-make the course to meet your requirements.

- Positive language- the right word at the right time
- Clear verbal communication - saying what you really mean
- Who is listening to you and what do they need or expect?
- Managing waffle, jargon and clichés
- Creative and influential language
- Assertive verbal skills
- Dealing with your Pink Elephants
- Finding the words to apologise
- What to say when giving feedback
- Breaking bad news
- Inspiring and motivating language
- Top tips for positive verbal skills

Midas solutions for success

Midas runs successful in-house training programmes in both the public and private sectors. We develop our own unique, tailor-made courses which deliver a lasting and positive impact in the workplace.

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