



EXECUTIVE PROGRAMME

Leadership Communication In English – for Non-Native English Speakers

Course tutor: Josette Lesser

Ref: 727/19 Course cost: £700 Max. no.: 6

Date: 14th - 15th June 2019

Course Aim

This intensive, interactive 2 day workshop aims to help non-native speakers of English to develop their professional Leadership Communication, deliver more effective messages, and better influence English speaking individuals, teams and Stakeholders.

Course Objectives

To help delegates to improve and strengthen their Leadership Communication skills, understand the subtleties of the words they use, refine their language and deliver more effective messages in an influential and more appropriate manner. Working through different managerial disciplines, delegates will expand their skills and learn to manage more positively within an English speaking corporate environment. Delegates will be provided with tips, techniques, coaching and constructive feedback throughout.

Pre-Course Preparation

For practice purposes, you will be expected to consider and bring examples of real-life, work-related challenges in:

- i) Giving feedback
- ii) Constructive Conversations - a scenario you wish to work on



Programme Outline

DAY 1

9.30am REGISTRATION

- 9.45am
- ◆ Welcome
 - ◆ Personal objectives and learning requirements
 - ◆ A look at communication skills, and cultural differences

11.00am *BREAK*

- 11.15am
- ◆ Personal Impact
 - Building Rapport
 - The subtleties of English words
 - Intonation
 - Body language
 - Assertiveness in an English speaking environment
(Perceived Assertive/Aggressive/Passive behaviours)

12.30pm *LUNCH*

- 1.30pm
- ◆ Influencing Skills
 - Influencing styles – Push Pull
 - Effective listening
 - Questioning part 1
 - Practice sessions

3.00pm *BREAK*

- 3.15pm
- ◆ Influencing Skills
 - Presenting ideas
 - The subtleties of English words ctd.
 - PROVE model
 - Practice sessions

4.30pm *DAY 1 ENDS*

DAY 2

- 9.30am
- ♦ Effective messaging
 - The subtleties of English words ctd.
 - ♦ Giving feedback
 - BOOST
 - Feeding back difficult behaviours
 - Practice sessions
- 11.00am *BREAK*
- 11.15am
- ♦ Effective messaging and feedback continued
- 12.30pm *LUNCH*
- 1.30pm
- ♦ Constructive conversations
 - Discussion on delegates' own work-related situations, and application of learnings
 - Practice sessions
- 2.45pm *BREAK*
- 3.00pm
- ♦ Practice sessions continued
- 4.15pm
- ♦ Closing thoughts and questions
- 4.30pm *COURSE ENDS*

N.B. Times and content are subject to change to accommodate delegate requirements

**** At the end of the course participants will receive a Certificate of Attendance.***

Course Tutor

Josette Lesser BA (Hons) MCIJ, MCIPR, MABP has been a media, presentation, and leadership communication skills coach and lecturer for over 16 years.

Josette studied Business Management at what is now Middlesex University, and set up her first company aged just 24, attracting clients such as Unisys and Pepsi Cola. She went on to discover a passion for coaching and training and, in 2007, Josette formed her own training company, The Communication Experts: www.thecommunicationexperts.com. She works both nationally and internationally, with clients from both the public and private sectors, including Microsoft, Highways England, and Kenwood-Delonghi. Josette is a Certified Coach, and a Member of the Association of Business Psychologists.

An alumni of UCL, Josette hold as 1st Class Honours Degree in Linguistics. She is also a qualified Teacher of English as a Foreign Language (TEFL), and a regular tutor on the department's Summer Course in English Phonetics (SCEP).