Infinity Self-Development Library

Course List – Better Communication

Assertiveness

- Being Assertive
- Achieve Success - Improve Your Inner Dialogue
- Building Self-Belief
- Handle Criticism with Confidence
- Handling Difficult Situations and Challenging Customers
- How to be Assertive
- How to Persuade Your Boss
- How to Say No!
- Stop Feeling Inferior
- What is Emotional Intelligence?

Confidence

- Achieve Your Potential
- Confidence and Personal Impact
- Interpersonal Skills
- Mind and Memory
- An Introduction to NLP
- Be Confident!
- Become More Powerful
- Being Resilient
- Boost Employee Enthusiasm
- Boost Your Personal Impact
- Bounce Back From Failure
- Breaking Bad Habits
- Build your Self-Confidence
- Building Confidence in Others
- Charisma - Developing the X Factor
- Controlling Nerves
- Dealing with Angry People - Conflict Resolution
- Develop the High Self Esteem Habit
- Do You Need to Change Your Attitude?
- Feeling Stressed? Try Mindfulness
- Handle Angry Callers with Confidence

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Course List – Better Communication

- Handle Criticism with Confidence
- Have You Got 'It'? An Introduction to Executive Presence
- How to be Assertive
- How to Build Rapport
- How to Cope with Bossy Colleagues
- How to Handle a Difficult Conversation
- How to Make a Great Impression
- How to Make Small Talk
- How to Persuade Your Boss
- How to Remember People's Names
- How to Say No!
- How to Thrive When Things Change
- Make Yourself Promotable
- Maximise Your Potential
- Positive Side of Conflict
- Prepare to Succeed at Interview
- Stand Your Ground
- Stop Procrastinating!
- Take Control of Your Life
- The Importance of Empathy
- The Power of Positive Reframing
- Think Differently - The Reframing Matrix
- Think on Your Feet
- Working with Difficult Colleagues

Influencing Skills

- How to Influence and Persuade
- Become More Powerful
- Dealing with Angry People - Conflict Resolution
- How to be an Influencing Star
- Inspire People into Action
- Secrets of Persuasion
- Six Influencing Styles – How to Unlock the Power of Influence
- WIIFM – Getting People to Listen
- How to Win Friends and Influence People the Carnegie Way

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Course List – Better Communication

Meetings

- Understand how to Lead Effective Meetings
- Are You Really Listening?
- Bring your Best Behaviour – Etiquette in Business Meetings
- Communicating Effectively on Conference Calls
- Engage and Energise with Icebreakers
- Facilitating a Conference Call
- How to Remember People's Names
- Ice Breakers That Work
- Keeping your Meetings on Track
- Preparing for Meetings
- Productive and Exciting Team Meetings
- Taking Minutes in Meetings

Presentation

- Preparing for Great Presentations
- Achieve Success - Improve Your Inner Dialogue
- Be Confident!
- Boost Your Personal Impact
- Charisma - Developing the X Factor
- Controlling Nerves
- Delivering Great Virtual Learning Experiences
- Inspire People into Action
- Think on Your Feet
- WIIFM – Getting People to Listen

Theory & Practice

- How to Influence and Persuade
- Interpersonal Skills
- Key Communication Skills Certificate
- Understanding the Communication Process in Work (ILM)
- Decoding Body Language

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Course List – Better Communication

- Achieve Success - Improve Your Inner Dialogue
- An Introduction to NLP
- Are You Really Listening?
- Ask Better Questions
- Barriers to Communication
- Be Confident!
- How to Improve Your Vocabulary
- Become a Better Communicator Using the LAER Method
- Being Aware of your Unconscious Bias
- Better Business Storytelling
- Boost Your Personal Impact
- Business Cards Matter!
- Charisma - Developing the X Factor
- Communicate More Effectively with the Communication Cycle
- Communicating Across Generational Barriers
- Communicating Effectively on Conference Calls
- Create Understanding and Trust - The Johari Window
- Facilitating a Conference Call
- Good Record Keeping
- Giving Critical Feedback
- Handle Angry Callers with Confidence
- Handle Criticism with Confidence
- Handling Difficult Conversations in a Care Setting
- How to be an Influencing Star
- How to be Assertive
- How to Build Rapport
- How to Cope with Bossy Colleagues
- How to Get the Attention of Busy People
- How to Handle a Difficult Conversation
- How to Make Small Talk
- How to Persuade Your Boss
- How to Say No!
- Inspire People into Action
- Online Networking - Getting Started
- Positive Side of Conflict
- Secrets of Persuasion
- Six Influencing Styles – How to Unlock the Power of Influence
- Sound Successful! Improve the Quality of Your Voice

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Course List – Better Communication

- Stand Your Ground
- Stop Playing the Blame Game!
- The 7 Cs of Great Communication
- The Importance of Empathy
- The Power of Networking
- The Rule of Three - The Secret to Successful Communication
- Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling
- Watch Your Language! The Power of Positive Words!
- What is Emotional Intelligence?
- What Should You Do With an Elephant in the Corner? (Dealing with Problems)
- Why Don't You Write The Way You Talk? (or Getting the Right Tone)
- WIIFM – Getting People to Listen
- Writing Effective Emails