



# KNOWLEDGE WORKS

Training Managers | Empowering Leaders | Delivering Results

presents

## The Communicating For Results Webinar Series

.....powered by  HARVARD Management



This is a flexible, content rich, communications training program for managers! In this 4 module webinar series, middle and senior managers develop their skills and confidence in the areas of Presenting, Negotiating, Persuading & Being Effective with Difficult Interactions. Each of the four 90 minute webinars are delivered every two weeks. Webinars are based on a module from the award winning [Harvard Management](#). Each module includes pre and post assessment, core module concepts, executive insight videos, audio downloads, quick steps/tips, ready-to-use tools and interactive exercises. The program ends with the completion of an on-the-job project from a module of their choice. A certificate of completion is awarded for successful completion.

### Module 1 - Presentation Skills:

Sound advice on preparing and delivering presentations that command attention, persuade, and inspire. Includes rehearsal techniques as well as tips for creating and using more effective visuals. Also addresses the importance of understanding your objectives and your audience to create a presentation with impact.

### Module 2 – Negotiating:

A practical guide to becoming an effective negotiator. Includes steps to guide you through the negotiation process: assessing your interests as well as those of the other party, developing opportunities that create value, avoiding common barriers to agreement, and implementing strategies to make the negotiation process run smoothly.

### Module 3 - Persuading Others:

Master the art and science behind successful persuasion— and begin changing others’ attitudes, beliefs, or behaviour to create win-win solutions. Formal authority no longer gets managers as far as it used to. To do their job—accomplishing work through others—managers must develop and use persuasion skills rather than simply issue orders.

### Module 4 - Difficult Interactions:

Shows how to discuss and resolve difficult interactions in the workplace-whether they’re with employees, peers, bosses, or even customers and suppliers.

[For a detailed outline of the key concepts, tools, executive videos, and articles for each module click here](#)

### Contact US or Our Caribbean Learning Partners



Caribbean Tourism Organization



EMPLOYERS SOLUTION CENTRE  
The Subsidiary of the Employers' Consultative Association

### KNOWLEDGE WORKS

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