



Dan Evans

speaking with confidence

quality principles

courses are experiential & practical	participants learn by doing and take away practical skills, which can be immediately applied in the workplace
learning can be fun	humour can dissolve tension and helps with concentration and retention
everyone deserves respect	participants' personalities are not criticised ~ appropriate and positive behaviours are encouraged
we are all different	there is no 'correct' way to communicate ~ participants are encouraged to develop the effectiveness of their own style
participants retain control	participants are empowered by choosing how they want to develop

NLP (Neuro Linguistic Programming)

we are holistic beings	positive vocal expression and body language transforms how others perceive us and how we feel ourselves, helping us to adopt a positive mindset
being positive enhances performance	a positive mindset helps us to perform at our best ~ with training, we can be more positive more often

the 'engine'

criticism invariably erodes confidence	a supportive environment is actively managed ~ participants feel safe and are more prepared to extend their boundaries
confidence is developed by reinforcement of existing strengths	when we realise our strengths we become more objective about our abilities and more receptive to development
reinforcement is a team activity	participants' interactions are actively managed such that they identify and praise each other's qualities ~ this develops listening, interpersonal and team-building skills and bonds the group
changes are, profound, far reaching and enduring	participants leave with greater confidence and a more positive outlook ~ they are more respectful to all their colleagues and tackle problems more collaboratively