



# Communicating Up

Discover essential techniques needed to effectively communicate with executives and the C-suite

## Who should attend

Professionals looking to increase their confidence and ability when interacting with senior management and top level executives.

## Benefits of attending this course

- ✓ Plan for successful communications with executives, by identifying and tailoring conversations to the executive's communication style and motivations
- ✓ Use an executive oriented mindset, content, language, and style when communicating with executives
- ✓ Be prepared for impromptu communications with executives
- ✓ Compose a situation-appropriate message to an executive-whether written or spoken
- ✓ Establish rapport, and build and maintain the executive's trust in order to persuade and influence decisions
- ✓ Persuade and influence executive decisions by building and maintaining a trusting relationship
- ✓ Apply a structured approach to navigating difficult conversations

## Course Overview

Getting face time with senior management and conveying your message across in a clear and direct manner can be challenging. Because our interactions with them can be limited, it is crucial that each conversation is professional and effective. Practice and perfect techniques for communicating effectively with top-level management and discover what they really care about. Learn how to prepare for executive conversations, including those that are unplanned. Recognise and react to communication techniques commonly used by them. Practice active listening and getting your message across quickly; Learn how to demonstrate the value you can offer and use persuasion techniques appropriately. You will also learn tips and strategies to successfully navigate difficult conversations, such as communicating bad news and regain and maintain trust when faced with conflict. You will review foundational knowledge before class in an online setting and spend most of your class time practicing and applying these techniques to real-world scenarios - including your own - in a series of discussions and role play exercises.

## Course Topics

- The Importance of Awareness
- What Motivates Executives
- High-Impact Communication Techniques
- Executive Stature and Leadership Presence
- Building Relationships & Communicating Through Trust

## PMBOK® Guide Knowledge Areas Covered

- |                                  |                                     |                                    |
|----------------------------------|-------------------------------------|------------------------------------|
| 1 Project Integration Management | 4 Project Cost Management           | 7 Project Communication Management |
| 2 Project Scope Management       | 5 Project Quality Management        | 8 Project Risk Management          |
| 3 Project Time Management        | 6 Project Human Resource Management | 9 Project Procurement Management   |

## BABOK® Guide Knowledge Areas Covered

- |                            |   |
|----------------------------|---|
| 1 Enterprise Analysis      | 4 Requirements Communication & Management |
| 2 Planning and Monitoring  | 5 Requirements Analysis                   |
| 3 Requirements Elicitation | 6 Solution Assessment & Validation        |

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### AVAILABLE AS:



#### Public Classroom ✓

**Course Duration:** 2 days PDU's: 16

**Code:** E0157

#### Price:

€ 1499,00+VAT

€ 1399,00+VAT (ad un mese dalla data)

€ 1299,00+VAT (a due mesi dalla data)



**Coure Dates**  
**5-6 July 2016**



#### In-House Training ✓