



Confidence in communications (for individuals)



WHO IS THE COURSE FOR?

This training is for anyone who feels that a lack of confidence and an inability to communicate effectively are holding them back, either personally or professionally. It's ideal for people who want a highly personal and empathetic environment in which to explore issues around self esteem and personal impact. Sessions are centred on the specific challenges of the individual and might cover:

- Improving your client/peer-facing communication skills
- Communicating with more confidence in a new role/job
- Preparing and rehearsing for job interviews/promotion panels
- Preparing/rehearsing a specific presentation/panel discussion/after dinner talk
- Developing a more persuasive telephone style
- Making complex content accessible to non technical audiences
- Improving your networking and 'small talk' skills
- Preparing for a media interview/webinar

TRAINING AIMS

During the session we will explore the underlying causes of your lack of confidence in communications; we will identify the situations in which you are failing to fulfil your potential. We will find strategies and techniques for feeling and appearing more confident and in control. We will:

- Dispel the myths surrounding the issue of 'confidence', and work on practical methods to grow yours
- Explore how you are perceived by others and how you want to be perceived
- Agree your personal 'brand' as a speaker/communicator
- Work on content issues - not just what you say but also the language you use around your content (eg apologetic, hesitant)
- Maximise the potential in your voice - looking in detail at intonation, volume, pace, accent
- Look at body language in a variety of situations
- Consider other brand issues such as clothes, to ensure that they are supporting your objectives
- Examine how to prepare well and rehearse appropriately
- Learn how to combat nerves in order to be able to perform well under pressure
- Agree how to assess and critique your own performance for ongoing self development.

Overall, you will leave the training room with increased confidence in your ability to communicate effectively, and with an understanding of how to maximise your potential. You will have acquired a framework for preparing for any communication situation and you will have experienced what it feels like to communicate better.



CONTENT AND FORMAT

The course content is tailored to your specific needs/objectives/experience and takes the form of a hands-on, interactive session based on Jayne Constantinis's day-to-day work as a presenter/speaker/voice over artist. The style of training is highly supportive and collaborative. You will make tangible progress during the session.

ON-GOING SUPPORT

Jayne provides a unique 6-month programme of post-training support to all attendees, to encourage their on-going engagement and commitment. This involves email communication to check on progress; support for subsequent presenting/speaking opportunities; sharing examples (articles, clips) of good/bad practice. Attendees are thus able to consolidate and develop what was learned in the training room.

PRACTICALITIES

Courses can be held at your work premises or at your home or at the premises of Jayne Constantinis in SW11.

Four hours, one-to-one (with the option of follow-up sessions)

Pre-course assignment: in advance of the session, you will be asked to prepare a 5 minute talk on a topic of your choice, with PowerPoint if desired. You will also be asked to supply Jayne with details of previous speaking experience; future speaking opportunities; perceived strengths and weaknesses and your desired learning outcomes. This is then used to tailor the training to your individual needs.

TRAINER

The trainer is Jayne Constantinis (www.jayneconstantinis.com) - a highly experienced speaker/presenter/voice over who has been delivering training courses to individuals for more than 20 years. Jayne's range of experience includes: live announcing on BBC Television; business reporting on BBC World; fronting corporate programmes for blue-chip companies; facilitating large, complex live events. She started her working life in corporate communications for Valin Pollen and Wolff Olins. She learned journalism at the LCP, has an acting diploma from the Royal Academy of Music and a Modern Languages degree from Cambridge.

"I recently hired Jayne to prep for a presentation to be delivered to over 350 of my peers, including company directors and senior members of government and international organizations. I was going through a very challenging time in my personal life and found Jayne to be not only empathetic, kind and funny but also incredibly engaging and professional - a true expert in her field. Overall, she is a delight to work with. Jayne not only gave me strategies to develop materials for, cope with and practice the art of public speaking on a very technical topic but also shared research that continues to have an impact on how I see and feel about myself. So Jayne, a big, giant THANK YOU for all you have done!!"

Denisse, Consultant, Financial Services



“I know you are always so modest but I really believe that the time I spent with you was wholly responsible for the change of my self-confidence and self-awareness.”

Susan, Director of Operations, luxury goods

“I really can’t thank you enough for working so hard and passionately with me. From the small practical tips to the much larger picture of how I am/would like to be perceived by those around me professionally, I feel you have given me the beginnings of a most valued life skill. Many many thanks again.”

Lucy, Teacher, London prep school