

BODY LANGUAGE

About You

Position.....

Surname.....

First Name.....

Job Title.....

Co. Name.....

Address.....

Post Code.....

Tel.....

Email.....



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- ADVANCED ASSESSMENT
- RISK MANAGEMENT
- COMMUNICATION
- INTERACTIONS
- SAFETY

BODY LANGUAGE ASSESSMENT COURSE

- Why body language is important
- To what extent body language reflects the mental state of the other person
- How to master reading body language, even if you're not a "natural"
- Positive first impressions, body language assessments & personal interactions are explored
- Using body language in assessment situations



THE COURSE FOCUS



- Negative vs. positive body language
- General techniques
- Factors which influence interpretation of body language
- Reading people— building trust
- Body language differences across cultural boundaries

Neutralising High Risk Situations

Early assessments indicate escalating displeasure - recognise them and how to neutralise the problem before it gets out of hand, and turn a lost client into a positive client.

Training can be delivered at our offices or at any establishment throughout the United Kingdom

Booking requirements:

Costs:

£75 per delegate. + VAT. Minimum of 8 and a maximum of 12 delegates. Please ask for our group booking discounts.

Payment Details :

By cheque, made payable to:

SM Training (UK) Limited

How to Book :

Post this section of the form to:

SM Training (UK) Ltd
Lake View, The Maltings,
Shepton Mallet, Somerset, BA4 5QE

To make bookings please ring:

0845 3470017

Or email us at:

info@smtraininguk.com

Further Course available :-

- Stress Management
- Report Writing
- Drugs & Alcohol Education
- Personal Safety
- Conflict Management