



# Team Communication Skills Training Course

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A half-day interactive, online training course for teams who have to pitch, present or persuade.

## About this course

This half day, interactive course is delivered online via video conferencing.

Your team will learn how to engage and influence their audience, every time.

They will discover how to find their natural 'authentic' voice, so they speak with confidence and gravitas. They will become aware of the body language signals they give out, learning to be physically relaxed but staying open and dynamic.

They will learn how to deal with nerves so that they feel comfortable in their own skin - even when the pressure is on.

They will learn how to structure conversations, meetings and presentations, so their key messages are remembered for maximum impact and influence.

They will learn how to hold their audience when speaking in person or via video conference.

This course is for anyone who has to tell a story, deliver a message or speak to another human being. It will be interactive, actionable and great fun.

## Outcomes and Objectives

Your team will be able to:

- Control nerves in pressured situations
- Develop their voice and speak from their 'emotional centre'
- Manage their body language signals
- Establish rapport quickly and easily
- Add gravitas and charisma
- Structure key messages
- Adapt messages to different audiences
- Pitch and present as part of a team
- Speak with or without slides
- Speak via video conference and on the phone
- Connect with every audience, every time, with impact and influence

## Course outline

This online training course comprises two Modules over half a day, with a built in one-hour break from the screen. I suggest running from 09.00-13.00.

It has been designed for up to fifteen people, but it could be run for larger teams as well.

Module 1 09.00	<p><b>YOU</b></p> <p>How and why nerves affect us</p> <p>How to 'centre' our voice and be aware of our body language signals</p> <p>The Mini Fire Breath</p> <p>Understand how we come across to others</p> <p>How to establish rapport quickly and easily</p> <p>The Three Zones of Communication</p> <p>How to build confidence, gravitas and charisma</p> <p>Speaking with passion and energy</p> <p>Short impromptu non-work-based conversations</p> <p>Feedback</p>
10.30	<p><b>BREAK</b></p> <p>With time to think about work-based presentations</p>
Module 2 11.30	<p><b>YOUR MESSAGE</b></p> <p>Great openings and closings</p> <p>The Headline Sandwich</p> <p>The Two Second Pause</p> <p>Pointing key messages</p> <p>Keeping the audience engaged</p> <p>How to deliver messages clearly and with passion</p> <p>Delivery of work-based messages (prepared)</p> <p>Feedback</p> <p>Our Personal Brand</p> <p>Recap of the Masterclass</p> <p>Q and A</p>
13.00	<p><b>END</b></p>



Robin Kermode is one of Europe's leading communication coaches working globally with CEOs, senior executives, politicians, media personalities and corporate teams.

He is a popular keynote speaker and author of the best-selling book *SPEAK SO YOUR AUDIENCE WILL LISTEN*. His podcast, *THE ART OF COMMUNICATION*, has over 10,000 listeners.

Robin has been an actor for over 30 years and is a recognisable voice over artist (he is the MC of the ATP World Tour Finals each November at The O2 Arena in London).

He is a respected media commentator, contributing to a wide range of newspapers, and is the leading body language expert for The Telegraph, The Guardian and the Daily Mail.

HUFFPOST

The  
Guardian

BBC  
RADIO

The  
Telegraph

THE TIMES

Daily Mail

## What clients say

“Our ability to connect has definitely improved as a result of Robin’s techniques. Insightful and a welcome dose of good fun!”

Simon Amor, Director,  
Heineken UK

“Robin is outstanding. He delivers remarkable insights and advice with style and humour, connecting instantly with his audience.”

David Bizley, Branch Chief,  
NATO Communications

“Robin is a true expert in his field. He has a rare ability to speak to everybody, individually.”

David James, Senior L+D,  
The Walt Disney Company

“It was amazing. Robin is a dynamo - inspiring you to connect with audiences in unimaginable ways. Brilliant!”

Jose Papa, MD,  
Cannes Lions

“It was amazing. I feel really great about how the speech went. I’ve had terrific feedback. It was my time to shine - and I did! Thank you.”

Barrie Stephen, Owner,  
Barrie Stephen Hair

“Any leader in any field will benefit from a session with Robin, he's brilliant!”

Sue Cheshire, Co-Founder,  
Global Leaders Academy

“I recommend Robin to anyone who has to up their game in their communications.”

Martyn Dawes, Founder,  
Coffee Nation

“Robin has a great ability to build empathy quickly.”

Nigel Sullivan, Group HRD  
Talk Talk

“Interesting, educational and, above all, fun!”

Robert Appleby, Co-Founder,  
ADM Capital

“Robin is engaging, entertaining and full of practical advice. Highly recommended.”

Simon Buriski, Managing Partner  
Lancor

“Every member of staff has improved their skills considerably. Highly, highly recommended.”

Philip Thomas, CEO,  
Ascential Events PLC