

# Positive Language for Positive Results

## It's not what you say, it's how you say it!

Whether you communicate orally, or in writing, the way you express yourself will impact on the results you get. Even when you are conveying unpleasant news, the impact can be softened by the use of what we call positive language. In this workshop we'll explore how your speech style and the actual words and phrases you use, impact on the message.

### What you'll learn

- How words and the way we express ourselves contributes positively or negatively to our message
- Simple techniques to change the way you express your message and engage with people.

### Target audience:

Anyone wanting to tune their communication skills and achieve positive results



**To book this workshop or for more details of how Learning Insight can support your organisation contact: Liz Paine**  
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### Topics to be explored include:

- ▶ First impressions count
- ▶ How we interpret messages
- ▶ Perception - The world as I see it
- ▶ About our speech and its impact on the message
- ▶ Using positive wording
- ▶ The theory of negation
- ▶ Denotation and connotation
- ▶ Common expressions to avoid
- ▶ Delivering bad news
- ▶ Rephrasing business messages for positive impact
- ▶ Saying "no" with style

### What's included?

*In-house training at a time to suit you*  
*Instruction by an expert facilitator*  
*A highly interactive workshop tailored for your organisation*  
*Participant workbooks*  
*Personalised certificate of completion*