



**‘Unlocking Potential - The Power of Successful Communication’
Tuesday 21 April 2020 at TouchBase Pears, Selly Oak, Birmingham**

TUF COURSE FOR UROLOGY NURSES

OUTLINE AGENDA

The agenda is designed to be interactive with a mix of facilitated discussion and workshop exercises

Course Objectives are to:

1. Develop understanding of your own personal influencing style
2. Explore the importance and impact of communication
3. Explore the use of tone, pace, volume and language
4. Explore why good presenter skills are important for an influencer
5. Show how clear messages and a strong presentation structure can help achieve your aims & enhance the impact of your presentation
6. Develop tips and techniques to become more influential
7. Increase skills and confidence to use your influence, communication style and re-framing strategies in negotiations
8. Understand what makes you tick, how to work more effectively in meetings and how to develop a convincing personal style
9. Use opportunities to deliver developmental feedback

9.00am	Coffee and Registration
9.30am	MORNING SESSIONS
	Welcome Introduction to meeting and speakers Meeting objectives and agenda
	Communication & Presentation Skills Personal Impact, inspiring confidence and trust Areas covered to include: <ul style="list-style-type: none"> • Importance and impact of your communications • First impressions • How to engage, encourage and persuade • Use of language and tone • Delivering feedback
	Exercises and preparation for afternoon sessions

	Lunch
	AFTERNOON SESSIONS
	<p>Communication & developing self-awareness How to be credible, authoritative and compassionate Areas covered to include:</p> <ul style="list-style-type: none"> • Presence and impact • Handling nerves, stress and emotion • Self- management • Emotional intelligence
	<p>Communication & dealing with conflict Areas covered to include:</p> <ul style="list-style-type: none"> • Self- assessment of personal conflict resolution style • Adapting your communication style to a given situation • Successful communications in the work place with colleagues /team members including nursing, medical, AHP's, executive board members etc
	<p>Summary / Take Home Messages</p> <ul style="list-style-type: none"> • Overview of the day • Delegate feedback • Take home messages
5.00 / 5.30pm	Meeting close

Education course run by

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