



# AIMING HIGH

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**Aiming High gives you the tools to communicate well in difficult business situations with even the trickiest of people!**

*Particularly useful for managers  
& the newly promoted.*

Have you ever had to deal with tricky customers or colleagues? Felt you've not been heard? Had to handle complex office politics or foil the office saboteur?

Can you imagine having secret skills to be able to deal with these uncomfortable situations and difficult people more effectively?

**Sally Pryde,  
Senior Internal Communications Advisor,  
Scottish Water,  
attended Aiming High and said:**

*"voicebusiness has again provided some excellent and very practical solutions that other courses don't seem able to tap into."*

voicebusiness uses adapted acting techniques for the business environment which are coupled with well-established disciplines such as NLP. The training is professional, friendly, and above all, effective. Unlike some training, the activities are flexible and adapted to the individuals' needs on the day. Participants are fully supported with a high ratio of trainers to individuals and small class sizes.

## **Aiming High will show you how to:**

- Build true rapport
- Be assertive rather than confrontational
- Understand body language
- Use body language to communicate successfully to ensure the messages we send to others are the ones we want them to receive.

## **You will also have an opportunity to:**

- Practise skills and techniques to communicate clearly in one to one or small group situations
- Experiment with different techniques in realistic business situations.

This course works at its optimum with 8-12 participants and two trainers per course

Course fee: £2700 + VAT & expenses

**voicebusiness**

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**We don't teach you your business – we teach you ours**