

## ***Fistral Training & Consultancy Ltd. - Selected Course Descriptions***

### ***Fistral Prof Comms Skills – a new course developed for LSE Space***

The following comprises specific courses related to the Space Industry that establish a foundation of 'best practice', e.g. in project management. While general in concept, these courses are heavily influenced by current methods within the European Space Agency (ESA). Fistral courses have been attended by thousands of ESA staff at ESTEC, ESOC, ESRIN, ESAC and ESA HQ, plus many more contractors in the space industry.

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#### ***Professional Communication Skills (PCS, 3 days)***

This bespoke course for LSE Space has been designed to address the challenges of communicating effectively as a professional to internal and external stakeholders. Despite an individual's professional knowledge and expertise, communicating this knowledge and expertise demands confident self-presentation skills and the ability to respond to – and convince – your audience. Without effective communication skills, key elements of a message may be lost in transit. Operating in time pressured environments, with senior stakeholders and in an international setting, such as reporting at official meetings and to international and governmental bodies, only increases the challenges to effective professional communication.

This course will provide a range of proven techniques to help participants improve their confidence and skills when communicating in a variety of professional settings. Participants will learn how to increase their personal impact, their assertiveness and their message-management abilities. They will understand how to respond to the particular challenges of communicating in international settings, and how to develop and deliver strong, clear and convincing messages. In addition, areas such as making an impact in groups, handling audiences, and responding effectively to challenges and disagreement will be considered.

Highly interactive and providing participants with opportunities to practice the techniques learnt, this course will help build skill and confidence in using effective communication tools. Participants will be required to make short presentations on the final day of the course in order to bring together and apply all their learning, and will receive constructive feedback from peers and the instructor. By the end of the course, participants will have assembled a toolkit of communication techniques that will ensure they are confident, effective communicators, whatever the demands of their professional environment.

#### ***Course Outline***

During this 3-day course, participants will explore the following:

- 1. Powerful Personal Communication**
  - Confident communication
  - Assertive communication
- 2. Creating Convincing Messages**
  - Finding your Focus
  - Creating convincing arguments
  - Pitching your message
- 3. Presenting your Ideas in Groups**
  - Holding the floor
  - Handling questions

The logo for FISTRAL, featuring the word "Fistral" in a large, bold, italicized sans-serif font. The letters are white with a subtle grey shadow effect, giving it a three-dimensional appearance. The logo is positioned in the bottom right corner of the page, partially overlapping the footer text.

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### **Learning Outcomes**

By the end of this course participants will have:

1. Learned and practiced a range of techniques to increase their self-confidence when communicating in professional settings.
2. Explored how to present themselves to others in a confident and impactful manner, through their body language and vocal tone.
3. Understood how to deliver a clear and strong message, even in the face of resistance, through the use of assertive communication techniques.
4. Used techniques to formulate effective messages in order to communicate key ideas in a convincing and impactful manner, in one to one and group settings.
5. Gained clarity in how to use knowledge of their audiences to create convincing messages.
6. Learned and practiced techniques to enhance their personal impact when communicating to groups, formally or informally.
7. Explored how to sustain their impact and credibility with an audience when handling questions and criticisms.
8. Considered how to improve their communication skills in international settings.
9. Practiced techniques they have learned on the course by delivering a short group presentation.
10. Received constructive peer and instructor feedback on their communication skills.

### **Prerequisites**

*None*