

Personal Effectiveness Skills

IMPROVE YOUR COMMUNICATION SKILLS TO BUILD RAPPORT WITH YOUR CLIENTS



DURATION

13 hours



DELIVERY CHANNEL

eLearning



Course Modules:

- 1 Building Rapport
- 2 Questioning and Listening
- 3 Emotional Intelligence
- 4 Intercultural Communication

COURSE OVERVIEW & BENEFITS

People want to do business with people they like. So when it comes to building relationships, your EQ—a measure of your emotional intelligence—is just as important as your IQ.

Personal Effectiveness Skills (PES) is designed for commercial and corporate lenders who desire to communicate, manage their emotions, and influence others' emotions in a positive way. By learning how to ask the right questions, actively listen and adjust their communication style to complement the client's, they can strengthen personal connections and rapport.

As part of this course, participants complete the dynamic Lumina Spark® assessment, which helps them better understand the strengths of their communication style. They also learn the Lumina Spark® method of "speed reading" people, to better gauge how their clients perceive them and which aspects of their personality to showcase when.

LEARNING OBJECTIVE

Learn how to build rapport across a diverse set of clients by becoming an emotionally self-aware and skilled communicator.

COMPETENCIES GAINED

Participants will be able to:

- Examine communication "blind spots" that have the potential to derail client relationships
- Adapt communication style to strengthen their connections with others, particularly those whose styles are different from their own
- Follow a structured approach to listening and asking questions in order to better understand the client's perspective
- Manage their emotional responses in different situations, and support and influence the emotional responses of others
- Adjust their style to communicate successfully with people of different cultures

TARGET AUDIENCE

PES is recommended for individuals seeking to complement their technical knowledge of lending by building their emotional intelligence. It is best-suited for commercial and corporate lenders and relationship managers, and commercial and corporate loan analysts and underwriters transitioning into client-facing roles.