



COMMUNICATION TRAINING FOR INDIVIDUALS

Transforming How People Speak, Listen & Connect





WELCOME TO LONDON SPEECH WORKSHOP

Where Authenticity Meets Impact

Communication sits at the heart of how we experience the world. It shapes our relationships, our confidence, and the way we show up in everyday moments.

We help solve the human challenges that matter most:

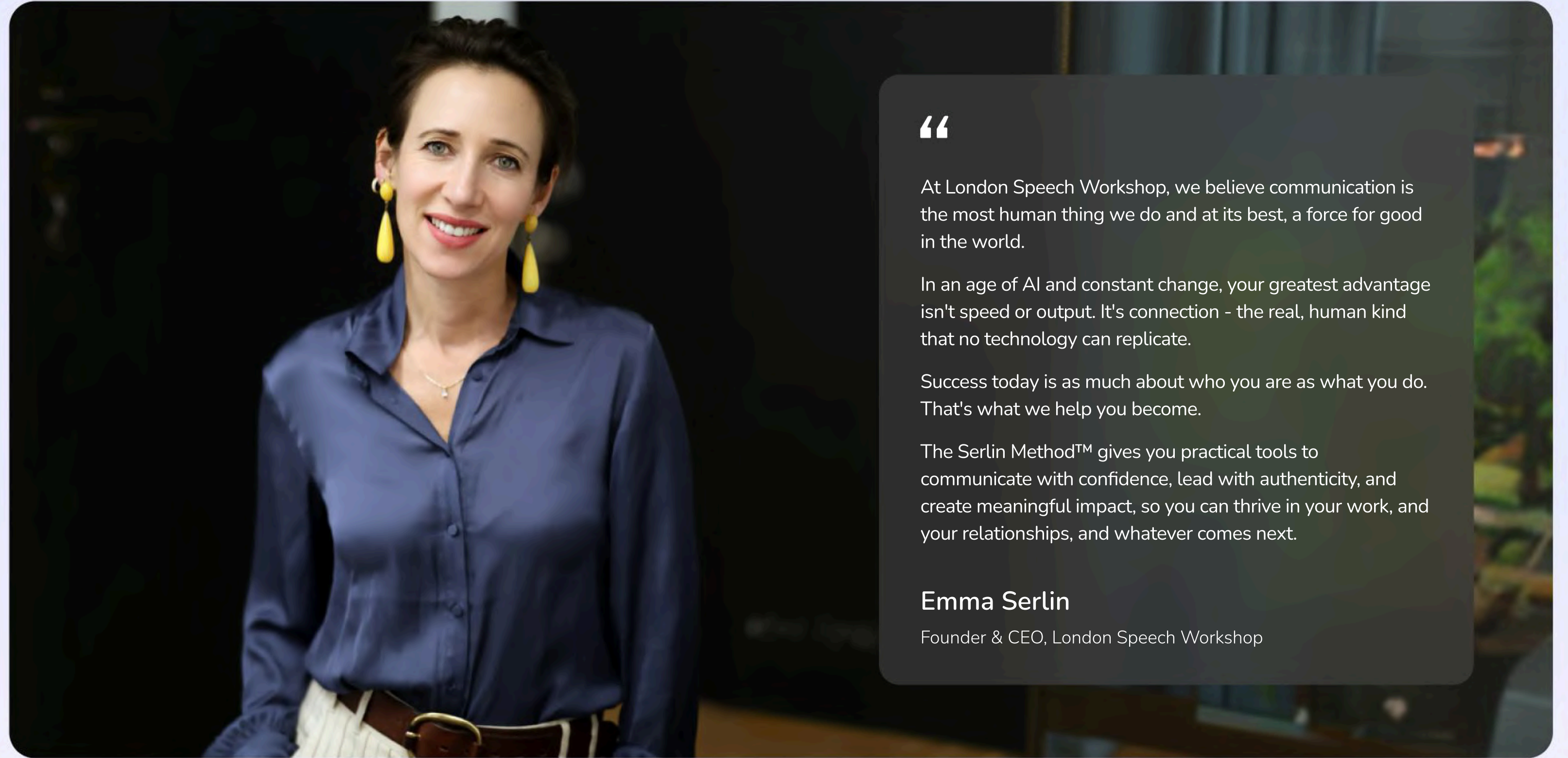
- ✓ Speaking up with confidence at work or in social situations
- ✓ Embodying gravitas, authority and presence
- ✓ Navigating difficult conversations with clarity and kindness
- ✓ Managing workplace dynamics and handling conflict
- ✓ Delivering engaging presentations and speaking with impact

The result

When you communicate with clarity, kindness, and presence, something powerful happens: connection deepens, confidence settles, and you begin to move through your work and life with more ease and impact.

The Serlin Method™

The Serlin Method™ is a distinctive communication approach developed over 18 years with thousands of clients. At its heart are simple, engaging tools designed to create profound shifts. Underpinned by psychology, neuroscience and a deep understanding of human connection, it's the foundation of everything we do at London Speech Workshop.



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At London Speech Workshop, we believe communication is the most human thing we do and at its best, a force for good in the world.

In an age of AI and constant change, your greatest advantage isn't speed or output. It's connection - the real, human kind that no technology can replicate.

Success today is as much about who you are as what you do. That's what we help you become.

The Serlin Method™ gives you practical tools to communicate with confidence, lead with authenticity, and create meaningful impact, so you can thrive in your work, and your relationships, and whatever comes next.

Emma Serlin

Founder & CEO, London Speech Workshop

What makes us different?



Expert coaches trained in the Serlin Method™ deliver warm, precise, and highly personalised coaching.



We combine psychology with the science of learning and performance for lasting behavioural change.



Our simple, proven and proprietary tools create immediate, lasting shifts in how you sound and communicate.



Filming and feedback give you instant insight, so you can see and hear your progress clearly.

What Our Clients Say

From emerging talent to senior leaders, individuals have partnered with us to strengthen their communication, presence, and influence.



After just five sessions, I could see all the pieces beginning to fall into place. I felt more grounded, more authentic, and more myself. I can confidently say I feel more empowered to deliver any public speech. Thank you for bringing out the very best in me.

Alice Palfrey

Public Speaking & Presentation Skills



Through a mix of practical tools, video feedback, and thoughtful discussions, my coach Lola helped me gain real insight into my communication style and unlock areas of untapped potential. I now feel more self-aware and confident to engage others effectively.

Natassa Stampouli

Effective Communication



I feel so much more confident in myself, enabling me do things I would have not thought were possible before (like recording a video of me speaking and putting it on social media). I do not exaggerate when I say this truly feels life changing.

Codrin Papa

Accent Softening

How We Work Together

01

1. Discovery & Consultation

Your journey begins with a complimentary Discovery Call with your dedicated Client Success Manager, who takes the time to understand your goals, challenges, and identify the programme best suited to your needs.

02

2. Finding your Coach

We take great care in matching you with the coach who is the perfect fit for your goals, personality, and style - so the partnership feels right from the very start. And if you'd like added reassurance, a Chemistry Call or Taster Session is always available.

03

3. Co-Design with your Coach

In your first session, you and your coach will co-create a personalised roadmap – aligning your goals with a clear, structured plan for your development.

04

4. Measure with the Impact Framework

Our Impact Framework helps you track your progress, reflect on your growth, and see the shift in your confidence, capability, and real-world communication. Your journey concludes with an Impact Review with your Client Success Manager, celebrating how far you've come.

05

5. Ongoing Support

Your dedicated Client Success Manager will support you throughout your journey. For those who wish to continue, we offer further programmes, top-up sessions, and subscriptions.



WE PRACTICE WHAT WE TEACH: CLEAR COMMUNICATION, HUMAN CONNECTION, AND MEASURABLE IMPACT.

How We Measure Change: The Impact Framework

We don't just deliver coaching. We help you see and feel the difference it makes. Our Impact Framework gives you a clear view of your progress, confidence, and real-world growth.



Impact Baseline

We begin by understanding where you are now, where you want to go, and what matters most to you. You'll assess your confidence across key communication areas, creating a clear starting point and personal definition of success.



Impact Pulse

Midway through your journey, we pause to reflect. You'll revisit your goals, track progress, and reassess your confidence across the core communication pillars — helping you see what's changed and where to focus next.



Impact Results

At the end of your journey, you'll reflect on how far you've come. We re-measure your confidence and capabilities, capture your key wins, and explore the real impact on how you communicate, connect, and show up.



Impact Report

Your insights, reflections, and your coach's perspective are brought together into a bespoke report — highlighting your strengths, growth areas, progress across each pillar, and the transformation you've achieved.



Impact Review

You'll walk through your report with your Client Success Manager —celebrating your progress, uncovering key insights, and defining clear, personalised next steps for your continued growth.



Serlin MethodTM Communication Programmes



Our Programmes

We believe in learning as a lifelong journey. Whatever your goals, our programmes draw on the full depth of the Serlin Method™ to get you there.



Effective Communication

Communicate your ideas with clarity, confidence, and impact in any setting.



Accent Softening

Develop clear, confident English while staying true to who you are.



Presentation Skills

Public speaking and presentations that capture attention and inspire action.



Elocution

Speak with clarity and confidence so every word lands exactly as you intend.



Navigating Conflict

Handle difficult conversations with clarity and care in the workplace.



Genuine Connections

Build trust and meaningful relationships with colleagues and clients.



Authentic Presence

Develop executive presence, beat imposter syndrome, and show up as your true self.



Interview Power

Step into interviews with confidence and articulate your value clearly.



Authentic Leadership

Inspire and motivate teams and build trust with stakeholders.

LAUNCHING IN SUMMER OF 2026

Programmes Levels

Programmes are offered in four formats ranging from 5 to 20 sessions, depending on the course.

Essential

- ✓ Build core skills and learn essential tools
- ✓ 5 x 1 hour sessions
- ✓ Impact Framework

Classic

- ✓ Develop deeper capability across a full programme
- ✓ 10 x 1 hour sessions
- ✓ Impact Framework

Mastery

- ✓ Embed skills via real-world application
- ✓ 15 x 1 hour sessions
- ✓ Extensive role play
- ✓ Impact Framework

Combination

- ✓ Our most bespoke journey
- ✓ 20 x 1 hour sessions
- ✓ Combine up to three essential programmes
- ✓ Impact Framework

Effective Communication Programme

Find your voice. Own the room. Make every word count.

This foundational programme builds the core skills for clear, confident, and impactful communication in any setting. Through practical, easy-to-use tools, you'll learn to structure your ideas, communicate with clarity and authority, and use your voice and presence to truly engage others.

ESSENTIAL - 5 SESSIONS

Session 1 Engaging Delivery	Session 2 Impromptu Speaking
Session 3 Non-Verbal Communication	Session 4 Compelling Content
Session 5 Bringing It All Together	

CLASSIC - 10 SESSIONS

All of the previous plus...

Session 6 Vocal Clarity & Fillers	Session 7 Gesture & Body Language
Session 8 Facial Expression & Listening	Session 9 Connection Spaces
Session 10 Vocal Expression Mastery	

MASTERY - 15 SESSIONS

All of the previous plus...

Embedding the Tools

Mastery gives additional space to focus on embedding the tools into your day-to-day communication so they move beyond conscious effort to unconscious competence.

Real-World Practice

Put what you've learned into practice through role play, working through real scenarios until you know they hold up under pressure.

COMBINATION - 20 SESSIONS

Your Personalised Journey

- Our broadest, most expansive programme - built for ambitious, multi-layered growth
- Integrates up to three programmes into a single, cohesive 20-session journey
- Address multiple communication goals at once, with the depth and continuity to make change truly stick

A selection of tools in this programme



Connection Spaces

Find four energetic spaces to connect and engage



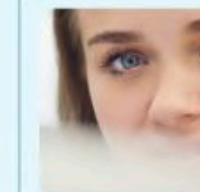
Idea in Head

Turn thoughts into clear, impactful communication in the moment



Meal Plan

A three step structure for presentations people remember



Eye Impact

Use eye contact to build trust and authority

Outcomes

- ✦ Speak clearly and confidently, even under pressure
- ✦ Structure your ideas so they land quickly and effectively
- ✦ Use your voice and body to command attention and build presence
- ✦ Reduce waffle and communicate with precision
- ✦ Deliver messages that engage, influence, and inspire action

Accent Softening Programme

Speak clearly. Be heard. Never lose yourself in translation.

This programme helps non-native professionals communicate in clear, confident English – without losing their identity. Through intuitive tools, you'll master the sounds, rhythm, and melody of British English so your ideas land effortlessly, shifting your listener's focus from your accent to your message.

CLASSIC - 10 SESSIONS

Sessions 1-2

Communication Diagnostic + R/TH Sounds

Sessions 5-6

Rhythm & the Schwa + I & E Vowels

Sessions 9-10

Troubleshooting & Refinement + Real World Presentation

Sessions 3-4

A Vowels & Flow + O Vowels & Emphasis

Sessions 7-8

Consonants in Depth + U Vowels & Word Stress

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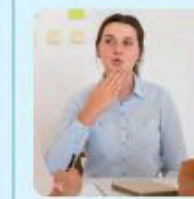
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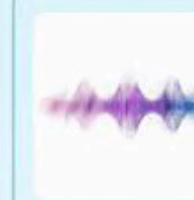
Vowel Roadmap

Master the key vowel groups that shape how your accent is heard



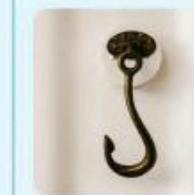
The Schwa

Unlock the rhythm and cadence of natural British English



Connected Speech

Transform choppy delivery into smooth, flowing natural speech



Engagement Technique

Speak with energy and investment so your listener is drawn in from the very first word

Outcomes

- ✗ Never be asked to repeat yourself again
- ✗ Sound as fluent as you think
- ✗ Develop the natural rhythm and melody of British English
- ✗ Walk into high-stakes meetings with complete vocal confidence
- ✗ Command the respect your experience deserves

Public Speaking & Presentations Programme

Conquer the stage. Inspire your audience.

This programme is for anyone who wants to speak with real impact in front of an audience. You'll learn how to overcome nerves, command a room with presence, and structure talks that genuinely move audiences, whether you're on a conference stage, pitching to stakeholders, or delivering a wedding speech.

ESSENTIAL - 5 SESSIONS

Session 1
Stage Presence
& Delivery

Session 3
Structuring
a Talk

Session 5
Bringing It All Together

Session 2
Speaking Without
Notes

Session 4
Vocal Power
& Gravitas

CLASSIC- 10 SESSIONS

All of the previous plus...

Session 6
Body Language on Stage

Session 8
Handling
Questions

Session 10
Live Presentation & Feedback

Session 7
Facial Storytelling

Session 9
Spontaneous
Speaking

MASTERY - 15 SESSIONS

All of the previous plus...

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Real-World Practice

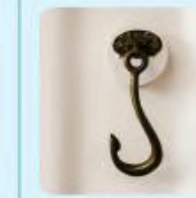
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COMBINATION - 20 SESSIONS

Your Personalised Journey

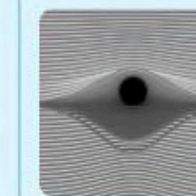
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A selection of tools in this programme



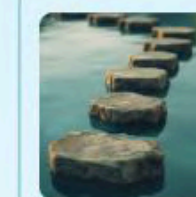
Engagement Technique

Sound captivating via emphasis, pausing, and psychological hooks



Vocal Gravity

Give your ideas weight by showing their importance in your voice



Stepping Stones

Structure talks on the spot and speak fluently without a script



Facial Storytelling

Use expression to bring warmth, humour, and humanity to the stage

Outcomes

- ✕ Overcome stage fright and speak with authority
- ✕ Open talks in a way that immediately captures attention
- ✕ Use your voice and body to create a magnetic stage presence
- ✕ Handle questions and the unexpected with ease
- ✕ Structure your narrative so core messages land

Elocution Programme

Speak clearly. Be understood. Make every word land.

This programme is designed for native English speakers who want to refine how they sound and how they are understood. Through practical tools, you'll learn to articulate clearly, shape your sounds, and bring natural rhythm and expression into your speech - while addressing habits like mumbling, fillers, and monotone delivery. The result is communication that feels natural, confident, and engaging.

ESSENTIAL - 5 SESSIONS

Session 1 Foundations of Elocution	Session 2 Clarity and Sound Awareness
Session 3 Core Sound Work (Vowels & Consonants)	Session 4 Rhythm, Stress & Flow
Session 5 Delivery & Expression	

CLASSIC - 10 SESSIONS

All of the previous plus...

Session 6 Reducing Habits (Fillers, Mumbling, Pace)	Session 7 Vocal Expression & Intonation
Session 8 Further Sound Refinement	Session 9 Clarity Under Pressure
Session 10 Filming & Feedback	

MASTERY - 15 SESSIONS

All of the previous plus...

Embedding the Tools

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Real-World Practice

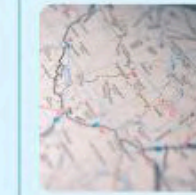
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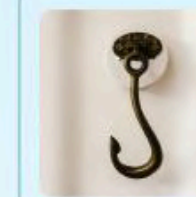
Sound Map

Identify exactly which sounds create confusion and build a personalised plan to fix them



Fillers

Remove 'ums', 'ahs' and hesitation habits for a sharper, cleaner and more authoritative delivery



Engagement Technique

Speak with energy and investment so your listener is drawn in from the very first word



Melody and Vocal Expression

Speak with energy and investment so your listener is drawn in from the very first word

Outcomes

- ✗ Speak with clarity and authority so your ideas land the first time
- ✗ Eliminate fillers, mumbling and habits that undermine your impact
- ✗ Use intonation, rhythm and stress to bring your message to life
- ✗ Develop a more neutral, articulate and engaging speaking style
- ✗ Communicate with confidence in meetings, presentations and everyday conversations

Navigating Conflict Programme

Transform conflict into constructive dialogue.

This programme introduces a shift in how you approach conflict – moving away from ‘right vs wrong’ thinking and towards curiosity, empathy, and mutual respect. Through practical, intuitive tools, you'll learn to stay composed under pressure and turn difficult conversations into opportunities for growth.

ESSENTIAL - 5 SESSIONS

Session 1 The Conflict Mindset Shift	Session 2 Feedback Without Fear
Session 3 Speaking Up With Confidence	Session 4 Staying Grounded Under Pressure
Session 5 Difficult Conversations	

CLASSIC - 10 SESSIONS

All of the previous plus...

Session 6 Empathy & Connection	Session 7 Communicating With Gravitas
Session 8 Moving Conversations Forward	Session 9 Handling Pressure
Session 10 Leading With Courage	

MASTERY - 15 SESSIONS

All of the previous plus...

Embedding the Tools

Mastery gives additional space to focus on embedding the tools into your day-to-day communication so they move beyond conscious effort to unconscious competence.

Real-World Practice

Put what you've learned into practice through role play, working through real scenarios until you know they hold up under pressure.

COMBINATION - 20 SESSIONS

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A selection of tools in this programme



Five Perspectives

Move beyond right/wrong thinking to break deadlock



CEDAR Tool

Stay calm and grounded when emotions run high



COAST Framework

A step-by-step approach to giving feedback that builds trust



OARpology

Apologise with authenticity and dignity

Outcomes

- Stay calm and grounded when conversations get tense
- Give feedback that builds trust rather than triggering defensiveness
- Speak up with authority without losing warmth or respect
- Turn disagreement into forward momentum rather than deadlock
- Handle apologies, tough questions, and difficult news with confidence

Genuine Connections Programme

Connect deeply. Build trust instantly. Influence without effort.

This programme transforms the way you connect with others to move beyond surface-level interactions to relationships built on trust and understanding. Through a toolkit of human-centred tools, you'll learn to build instant rapport and influence naturally by aligning with what truly matters to others.

ESSENTIAL - 5 SESSIONS

Session 1 Connection Foundations	Session 2 Building Rapport
Session 3 Deep Listening	Session 4 Connecting With Empathy
Session 5 Authentic Influence	

CLASSIC - 10 SESSIONS

All of the previous plus...

Session 6 Levels of Listening	Session 7 Non-Verbal Connection
Session 8 Understanding What Drives People	Session 9 Empathy in Depth
Session 10 Connection in Practice	

MASTERY - 15 SESSIONS

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Real-World Practice

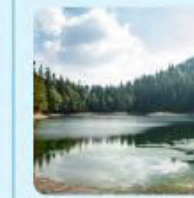
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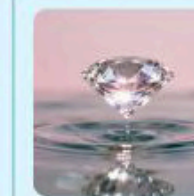
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A selection of tools in this programme



Listening Lake

Navigate three levels of connection from surface to depth



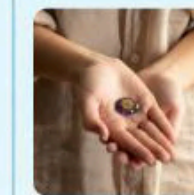
Dive for Diamonds

Move from small talk to uncovering what truly motivates people



Value Gathering

Identify the core values driving others to create instant alignment



Share Your Gems

Reveal just enough of yourself to spark authentic warmth and trust

Outcomes

- ✦ Connect with anyone — from quiet to dominant personalities
- ✦ Hear what isn't being said and uncover the real drivers behind decisions
- ✦ Turn small talk into meaningful conversation without awkwardness
- ✦ Turn transactional relationships into ones built on genuine trust
- ✦ Make people feel truly seen and understood – not just heard

Authentic Presence Programme

Confidence that feels natural. Communication that truly lands.

This programme is designed to help you step into a confident version of yourself – one that doesn't rely on performance or scripts, but on trust and genuine expression. Through powerful tools, you'll learn how to own the room, silence self-doubt, and bring a calm, compelling presence to every interaction.

ESSENTIAL - 5 SESSIONS

Session 1 Foundations of Authentic Presence	Session 2 Clarity Under Pressure
Session 3 Voice & Gravitas	Session 4 Physical Presence & Non-Verbal Impact
Session 5 Confidence & Self-Trust	

CLASSIC - 10 SESSIONS

All of the previous plus...

Session 6 Defining Your Signature	Session 7 Regulating Your State
Session 8 Expression & Connection	Session 9 Rewriting Self-Doubt
Session 10 Embodied Confidence	

MASTERY - 15 SESSIONS

All of the previous plus...

Embedding the Tools

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Real-World Practice

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COMBINATION - 20 SESSIONS

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A selection of tools in this programme



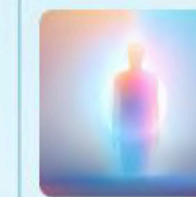
Secret Sauce

Own your values, strengths, and what makes you distinctly you



Weakness Alchemy

Transform insecurities and self-doubt into genuine superpowers



Discovering Your Dial

Adjust your presence and energy to suit any room or situation



Rockstar in Your Pocket

Access deep, reliable confidence whenever you need it most

Outcomes

- ✦ Feel at home in yourself in any room you walk into
- ✦ Turn self-doubt and imposter syndrome into sources of strength
- ✦ Develop natural gravitas without performing or overcompensating
- ✦ Take up space with ease, physically and vocally
- ✦ Access confidence on demand, even in high-stakes moments

Interview Power Programme

Communicate your value. Land the role you actually want.

This programme goes far deeper than interview technique. Starting with a thorough exploration of your values, strengths, and what makes you distinctly you, it helps you find roles that are genuinely the right fit – and walk into any interview with the clarity, confidence, and authenticity to show it.

BASIC - 2 SESSIONS

Session 1
Finding Your USP

Session 2
Crafting Your Answers

ESSENTIAL - 5 SESSIONS

All of the previous plus...

Session 3
Value Alignment

Session 4
Building Rapport

Session 5
Mock Interview

CORE - 8 SESSIONS

All of the previous plus...

Session 6
CV & Cover Letter

Session 7
Role Play & Finer Details

Session 8
Full Interview Simulation

A selection of tools in this programme



Finding Your USP

Uncover the values and strengths that make you distinctly you



V-STARR Technique

Structure compelling, values-led answers that land with conviction



Delivery & Connection

Use body language, listening, and presence to build instant rapport



Value Alignment

Find roles and companies that truly resonate with who you are

Outcomes

- ✦ Know exactly what makes you brilliant and how to articulate it
- ✦ Find roles aligned with your values, not just your CV
- ✦ Answer any question with structure, confidence, and conviction
- ✦ Build genuine rapport with interviewers from the very first moment
- ✦ Walk out knowing you've done everything to land your dream role

Ready to get started?

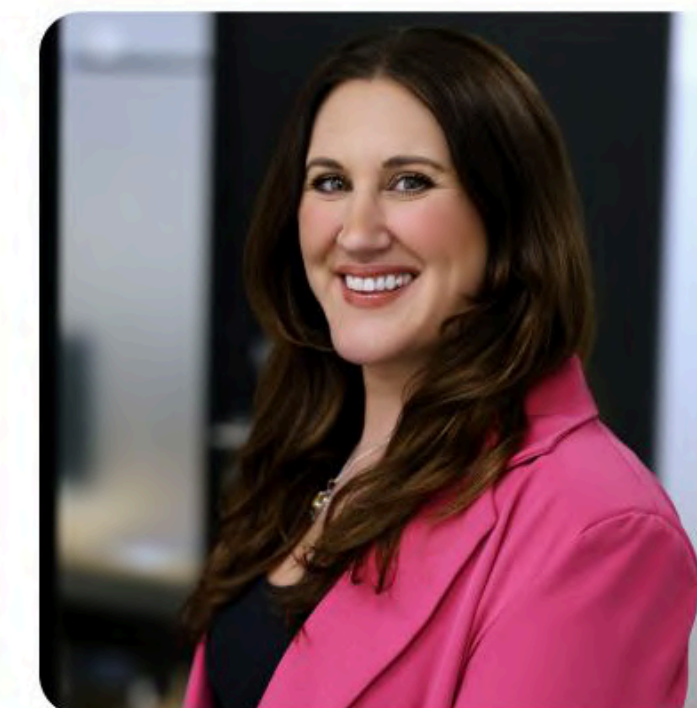
We're excited to help you strengthen your communication skills through powerful, practical training.

 Next Step

The next step is a discovery call – [use this link](#) to book a time in directly with your client success manager



Mia Papania
Client Success Lead



Katie Fry
Client Success Manager



Hannah Irwin
Client Success Manager

Together, you'll:

- ✓ Explore your communication goals and challenges
- ✓ Get clear on what's getting in your way
- ✓ Learn how our unique Serlin Method can help
- ✓ Ask questions and get honest, expert advice
- ✓ Discover your best next step

This is a supportive, no-pressure conversation designed to help you gain clarity.