

# Conversations that Matter

Length: 1 day

## Overview

Communications efficacy is critical for leaders (and all talent) who need skills to navigate both the good and more challenging times. Yet despite good intentions, many interactions trigger unintended results: misunderstandings, stress, trust break-downs - rippling into relationship, performance issues, stress, and burnout. Building Trust Through Conversations that Matter teaches us to do better. Building Trust Through Conversations that Matter opens the door to greater possibilities: resilience and more inspired, effective leadership that can ripple into higher levels of trust and performance within individuals, teams, and cultures at large.

In this workshop, you will explore how to increase your effectiveness as a communicator. How do you create the optimum conditions that will enhance relationship building and get you better results?

## Learning Outcomes:

Well, just imagine if your participants were better able to:

- Inspire people around them, bringing out the best in each and every individual.
- Overcome communication barriers and improve working relationships.
- Create a positive work environment through proactive discussions.
- Improve their self-awareness when communicating and reduce office friction.
- Simply communicate quickly and efficiently, for overall organizational success.
- Keep their discussions focused on clear outcomes.

Ultimately these training course materials allow you to nurture a workforce that is better able to communicate with customers as well as the people within their own organization. Improved communication means improved results.

## Instructional Strategies

This workshop is highly interactive. The instructor presents key concepts, then helps the participants build personal connections through discussions and interactive exercises.

## Audience

This course is designed for anyone who wants to increase trust, collaboration and mutual success with any audience.

## Course Content

**Understanding Communication** – A chance for participants to establish their view of what communication means and perhaps more importantly, what it means to them. Participants will then review the three main components of communication; verbal, para-verbal and non-verbal.

**Communication Styles** – Participants will explore their own communication styles and establish the positive and negative aspects of these preferences and what that means when communicating.

**Communication Attitude** – Reviewing the aspects of communication attitudes that can be portrayed – aggressive, assertive, passive and passive aggressive.

**Communicate Confidently** – Focusing on what makes people confident communicators, understanding what their own communication strengths are and acknowledging when to apply them.

**Active Listening** – Identifying the benefits of active listening and practicing the skill with colleagues.

**Clarifying and Questioning** – A review of the different types of questioning and clarifying that can be used. Understanding the purpose of alternative questioning approaches, applying them to different scenarios and explaining how and why they are used.

**Non-Verbal communication** – Establishing the impact of non-verbal communication. How to read it and how to improve their own. This includes, facial expressions, body language, gestures, personal space and touching.

**Getting Your Message Across** – Helping to ensure others understand you, what makes communication become confused and how to use the 'headline' approach to structure an effective message. Looking at what they say, how they say it and focusing on the needs of the person receiving the message. The section closes with a look at how to invite questions and feedback.

**Difficult Communication** – A provision of clear guidelines and advice on what to do when communication does not go smoothly, how to manage criticism and give criticism whilst remaining constructive and positive.

**Putting it all into Practice** – A chance to develop and practice the skills of communication whilst further exploring three key topics of communication.