

Communicating with Intent – One Conversation at a time

Overview

Communication shows up everywhere. It is the means to getting what we want in life and we have been learning and perfecting it since birth. So why do we fail so often with our families, our colleagues and our friends. It is so easy to communicate and yet so hard. This is a skill we need to master. Most people believe they know how to communicate and believe they know what communication entails. Why then do they end up in conflict situations, relationship breakdowns and uncomfortable places? Then there are some people who are just excellent at getting what they want and communicate with ease and clarity.

This workshop explores how relationships fail one conversation at a time. We go beyond the simple mechanics of communicating and explore the intricacies of communication and what actually happens between the words. We discover what makes some people excellent and others average at communicating. We discuss tools and techniques to communicate more effectively and through practical, interactive sessions we start the process to mastering communication. In business today it is vitally important that we turn every conversation, whether it is internally with colleagues or externally with customers, into opportunities for growth and improvement.

Communicating with Intent – One Conversation at a time

Do people often misunderstand what you say?

Do you sometimes know you have to have a difficult conversation and are weary on how to approach it?

Are there people you deal with that are just impossible?

Do your emotions well up inside of you when people say things to you that you don't like to hear?

Have you had emotional outbursts at people over situations and felt out of control?

When dealing with your customers or colleagues, is it difficult to say what you want to say?

Do you deal with people who always believe they are right & that their way is the right way?

Is this challenging for you?

Are there situations that exist right now in your life where you have an issue with someone over something that was said or done and you are avoiding addressing it?

Have you sat in meetings when people have said something that has made your blood boil and you have wanted to say something but held back?

Did you later regret not speaking up?

If your answer to 2 or more of these questions is YES, then this workshop is aimed at you.

Course Objectives/Outcomes and Structure

What this workshop covers:

This workshop aims to enable the delegates to truly understand what communication is and how to master the art of communicating. The approach is to understand people and why they behave the way they do. We will get to understand who I am and master my emotions in the communication process. Once I recognise and master my emotions, I am now better equipped to recognise and master the emotions in others for better relationships.

We will understand that every communication is an opportunity to grow and that a caring win-win approach invariably delivers the best results. We will evaluate our intent in the process and understand intuition. The objective is for people to communicate better through understanding themselves and the role they play in the process; mastering practical techniques for building relationships through effective communication – one conversation at a time. The impact on business is seen through better relationships, the cornerstone of business.

Workshop Duration - 2 days

Workshop Broad Outcomes:

What is communication?
What is a crucial conversation?
The importance and impact of having these conversations
Who am I in the communication process?
Characteristics of an effective communicator
A model for crucial communication!
Start with Heart
Learning to Look
Making it Safe
Mastering my stories
State my Path
Explore others Paths
Taking Action
Making it real in everyday life through constant Practice



Contact: Stephen Light
stephen@peopleactiv.com
www.peopleactiv.com
Mobile: 0825649024
Copyright PeopleActiv 2010