



**SOFT OP'S  
THE COMMUNICATIONS SEMINAR**



## **Objectives of the seminar**

**Successful on 2 levels :**

### **Skill and Will**

- We develop improved communication skills for participants to use daily.
- We increase each participant's level of motivation and provide to them the tools to adopt an entrepreneurial attitude at work, fostering both improved performance and work satisfaction.



**During the seminar, the participant will improve existing skills and gain new ones. In particular:**

- The importance of good communication in the business environment
- The different players in the communication model and how to maximise the effectiveness of each
- The individual styles of communication used by business colleagues, team members and management
- Potential problems arising from communication break-down and the successful solutions to them.

**During the seminar, the participant will also gain a higher level of will. In particular:**

- What motivates and de-motivates each team member
- Why an entrepreneurial attitude to work and responsibility for self is more rewarding
- How to become more self-motivated through well-defined action plans with realistic steps leading to individual achievements.

**At the end of the seminar, the participant will:**

- Be more self-confident communicating at work
- Be better understood by colleagues and business partners at all levels
- Internalise successful scenarios created by clear communication
- Be better motivated to continue to learn and use new skills
- Understand how to maintain the motivation continuum into the future
- Internalise successful scenarios created by an entrepreneurial attitude

**You should attend if:**

- You wish to be better understood at work, or desire more clarity and precision in your communication
- You feel that more clarity and higher self-confidence in communicating would allow you to participate in more interesting projects
- You wish to gain better understanding of others
- You could benefit from improved conflict management skills



## **Content**

**Participants discover that effective communication skills bring:**

- Improved business skills
- Respect from colleagues, management and clients
- More effective leadership and better negotiation skills
- A smooth cooperation with all co-workers

**Communication model**

- What is it and how does it work
- The roles and responsibilities of the sender and the receiver
- How to ensure that your message is properly tailored and brings results

**Empathy in communication**

- Understanding your listener and what motivates him or her to act
- Tailoring your messages to your listener
- Requesting feedback and ensuring that you are understood

**Active listening**

- What is it and why is it important
- How to use it effectively in the business setting
- Questioning to get the whole picture
- Hidden meanings and are they really there

**Conflict management**

- Damage control for high-stress situations
- Simple methodologies for handling difficult confrontations
- How to say no
- Diplomacy

**Non-verbal communication**

- First impressions
- Potential interpretations of body language
- Poise and self-confidence in nervous situations
- Finding your personal style

**Motivation Continuum**

- Assessing your individual motivational level
- Fixing goals and devising action plans
- Trouble shooting to achieve goals
- The win/win approach in communication



## **Structure**

This is a solutions-oriented training workshop and team coaching.

10 to 12 hours should be set aside during working hours for practical implementation.



<b>Timing</b>	Five full business days: <ul style="list-style-type: none"><li>- Days 1, 2, and 3 back to back</li><li>- Day 4, 1 week later</li><li>- Day 5, 1 week later</li></ul>
<b>Participants</b>	Maximum 12 persons Should come from same business unit or from business units that work closely together
<b>Teaching Methodologies</b>	Individual and Group Assessments for evaluation Analysis of personal and group motivation level Outlining of tools for developing a more personally fulfilling work environment. Methodologies for successful communication scenarios at work Workshop style (participatory lecturing) Real life case studies and games Project Management Group Work Team Coaching Group simulations and role-play to: <ul style="list-style-type: none"><li>- Create a reference of potential problems that need addressed during the seminar</li><li>- Enact the solutions to these problems and create successful scenarios applicable to the company's business environment</li></ul>
<b>Outside Assignments</b>	Participants will work in Project Teams and complete experimentation during business hours for practical knowledge transfer. 10 - 12 hours additional to the seminar time should be allocated for outside assignments.