

# Successful Conversations – Achieving personal impact in professional communications

**09:30**            **Registration and Refreshments**

**09:45**            **Welcome, introductions and context setting**

**10:00**            **Human communication**

- Verbal and non-verbal communication
- Influences on communication choices
- How conversations work

## **The relationship between communication and behaviour**

- Subjective experience
- Assertive, aggressive and submissive behaviours
- Transactional analysis

**11:00**            **Refreshments**

**11:15**            **Personal power and impact**

- Personal motivators and personal power
- Verbal self-defence
- Keeping cool under fire

## **Communicating with impact**

- Language choices
- Listening with purpose
- Focus on objectives

## **The language of influence**

- 6 factors that influence
- Nudge
- MINDSPACE

**12:45**            **Lunch**

**13:30**            **Dealing with conflict**

- Types of difficult behaviour
- The ten commandments of confrontation
- Managing conflict ethically and sensitively

## **Managing 'difficult' conversations**

- Understanding what's 'difficult'
- Developing strategies for success
- Making experience count

**14:45 Refreshments**

**15:00 Giving and receiving feedback**

- Making feedback work both ways
- Keeping it objective
- Using feedback to achieve impact

**Maximising influence and impact in different contexts**

- Making the right choices
- Strategies for influencing
- Assessing impact and learning from experiences

**16:15 Review**

**16:30 Close**

