

Briefing with Confidence and Impact

- 09:30** **Registration and welcome.**
- 09:45** **Working face to face: understanding the challenge**
What makes working face to face different from email and written briefings? This session explores the additional dynamics and unwritten questions which must be considered when working directly with others.
- 10:15** **Planning your material: being clear & concise**
The importance of preparation. How to select the relevant information in the light of your own needs and those of your audience, and develop a clear, persuasive message.
- 11:00** **Break**
- 11:15** **Preparing yourself: becoming calm & confident**
How stress affects our capacity to think and respond under pressure. We will explore what can be done in advance to reduce stress. Participants will be able to discuss their particular stress triggers and sources of nervousness and develop strategies to increase calmness and confidence.
- 11:45** **Face to face briefing exercise**
A case study based exercise which allows participants to practice the skills and strategies they have been developing so far.
- 12:30** **Lunch**
- 13:15** **Delivering the briefing: clear, calm, confident and persuasive**
How to start with confidence and be clear, calm and persuasive. Participants will explore verbal and non-verbal routes to building rapport, consider how to 'read the room' and practice strategies for dealing with challenges. We will consider different communication and decision-making preferences and how these might interact with participants' own preferred styles.
- 14:00** **Exercise: Handling challenging situations**
A role play exercise for participants to explore the roles of briefer and questioner in a more challenging scenario.
- 14:45** **Break**
- 15:00** **Team briefings: adding choreography to the mix**
With many briefings delivered by teams rather than individuals, what additional factors need to be considered for planning, preparing and

delivering the message? A final exercise will allow participants to work together in a team briefing situation.

16:15 **Wrap up and personal action planning**

16:30 **Close**