

Managing Successful Conversations

10:00 Attendee confirmations, welcome and technical information

10:05 Programme overview, format and protocols for interaction

10:10 Introductions and clarification of attendees' particular interests

10:15 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

11:30 Break

11:45 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

- Factors that influence
- Nudge
- MINDSPACE

13:00 Lunch break

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

14:45 Break

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 and negotiating
- Assessing impact and learning from experience

15:30 Q & A

- Addressing particular issues raised by delegates and/or review of key messages from programme.

15.55 Review

16:00 Close

Please note:

This agenda is indicative of the core programme content which will be covered. The balance of emphasis on each topic, however, will be influenced by the interests and requirements indicated by those attending.

The morning sessions explore under-pinning approaches to understanding professional communications. The afternoon sessions explore how these approaches can be used to achieve impact in practical contexts.

The programme is designed to be interactive throughout and the final session will provide an opportunity for a Q&A to explore specific contexts which have not already addressed.