

TRACK “BUFFET”

I COMMUNICATE

TAKE STOCK OF COMMUNICATION

- The basics of communication-1
- The basics of communication-2
- The basics of feedback

ESTABLISH CONSTRUCTIVE COMMUNICATION FROM THE OUTSET

- Develop benevolent sincerity
- The extraordinary power of reformulation
- Are you really listening?

STRENGTHEN YOUR SKILLS IN GIVING FEEDBACK

- The keys to assertiveness
- The extraordinary power of reformulation
- Give constructive feedback with DESC

HOW TO GIVE BALANCED FEEDBACK

- Are you really listening?
- Refine your feedback with the Ofman quadrant
- Encourage individual change with the appreciative approach

LEARN TO ASK QUESTIONS

- The power of questions
- The art of questioning
- The extraordinary power of reformulation

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HOW TO OVERCOME DISAGREEMENTS

- How to manage conflict (basic)
- How to manage conflict (advanced)
- How to build consensus (basic)

MANAGING A DOMINANT PERSONALITY

- The keys to assertiveness
- What is emotional intelligence?
- Non-violent communication

MANAGING AN AUTHORITARIAN MANAGER

- The DESC
- Developing your emotional intelligence
- How to manage your boss

GET THE SUPPORT OF YOUR HIERARCHY

- Elevator pitch
- How to gain self-confidence
- The art of influencing

HOW TO DISPEL MISUNDERSTANDINGS

- The power of questions
- The art of questioning
- Rephrasing

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SUGGEST RATHER THAN IMPOSE

- The art of influencing
- Encourage and nudge with nudging
- Encourage change with the appreciative approach

GAINING INFLUENCE AND PERSUASION

- Persuasion techniques
- The art of influencing
- Influencing processes

COMMUNICATING CHANGE SUCCESSFULLY

- Bring your content to life with storytelling
- Get the hook right
- Create a unifying vision

DEALING WITH OBJECTIONS DURING OF CHANGE

- Objection, your horror
- One objection is not the same as another...how to deal with it
- The extraordinary power of reformulation

MAKE AN IMPRESSION

- Discover non-violent communication
- Encourage individual change using the appreciative approach
- Discover persuasion techniques

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PUTTING AN END TO NEGATIVE BEHAVIOUR

- Discover Ofman's quadrant
- The power of questions
- Practise the keys to assertiveness

TALKING FROM A DISTANCE

- Preparing for a remote interview
- Master the techniques of a remote interview
- Non-verbal communication

THE BASICS OF COMMUNICATION: THE TOOLS

- Communication is everything Module 1
- Communication is everything Module 2
- Reformulation

TOOLS FOR GETTING OFF THE BEATEN TRACK

- Mindmapping
- The keys to brainstorming
- Brainstorming tools

EVERYTHING YOU NEED TO KNOW ABOUT OBJECTIONS

- Objection, your horror
- One objection is not the same as another
- Refine your approach to managing objections