

Developing Effective Business Conversations

The Skillful Art of being “In” the Business Conversation

Length: 1 Day

Summary: Enhancing and expanding your conversation skills can help you create buy-in for your ideas, make better-informed decisions and obtain committed action from others. After assessing your present communication style, you will practice shaping engaging, clear and effective business conversations through real-world scenarios. Each interactive exercise is designed to help you build conversational bridges at work, get your point across and steer discussions in the right direction.

COURSE CONTENT

1: COMMUNICATING FROM THE INSIDE OUT

- Communications Cycle – How Influence and Impression Impact Others
- What You Are Thinking Makes a Difference
- Never Neutral – Always Adding or Subtracting
- Listening – More Than Hearing
- Voice Is More Than Words

2: COMMUNICATING FROM THE TOP DOWN

- How Much Does It Count?
- Head
- Eye Contact
- Body Posture
- Body Contact
- Sitting
- The Hand Shake
- Gestures

3: STARTING THE CONVERSATION

- How to Start a Conversation
- How to Stay in the Conversation and Be Comfortable
- Things That Probably Will Kill a Conversation

4: LISTENING – MORE THAN HEARING

- Voice variants