

COMMUNICATIONS WORKSHOPS CONTENT

Workshop 1 - Communicating with Impact – Voice

- Identify and explore the importance of vocal awareness in self and others
- Raise awareness of the current effectiveness of your own voice, identifying strengths and weaknesses
- Explore the challenges and solutions for times when your use of voice fails you
- Learn skills and techniques to develop vocal strength and flexibility
- Develop skills to manage nerves/heightened emotions so that you can use your voice to communicate confidently

Workshop 2 - Communicating with impact – Non-Verbal Communication (NVC)

- Identify and explore the importance of NVC in our interactions with others
- Raise awareness of our own personal strengths and weaknesses when using NVC
- Develop awareness of others' use of NVC
- Develop skills to assess situations and adapt your own NVC accordingly to deescalate situations and develop relationships
- Develop skills and techniques in NVC to help present yourself with impact, combat nerves and develop presence

Workshop 3 – Communicating with Impact – Difficult Conversations

- Identify and explore what conflict and difficult conversations look like
- Raise awareness of personal strengths and weaknesses when dealing with conflict and difficult conversations
- Explore techniques to deal with the specific challenges of difficult conversations, including when working alone
- Link the work from the previous two workshops to develop strategies to successfully prepare for and manage difficult conversations