



FACE 2 FACE

INTERPERSONAL COMMUNICATION SKILLS

For Leaders, Executives, Managers & Customer Service

WOULD YOU LIKE TO:

- reduce anxiety ~ “cultural diversity”
- recognize the seeds of conflict
- recognize your ‘style’
- learn your team members ‘style’
- show up ~ speak up

WOULD YOU APPRECIATE:

- less friction and stress during communications
- lowered anxiety and confusion
- reduced staff turnover

WOULD YOU LIKE:

- impact as a leader
- higher quality work and less re-work
- more ‘you’ in your communication

WHAT IF:

- what you had to say had a direct impact on the way people lead their professional lives?
- you could be articulate and influential, and inspire your team and company?
- you were enthusiastic and persuasive while speaking to others?
- **If you answered yes** ~ to any of the above then the “Face to Face” workshop is for you.

ETHNOCENTRICITY

A by-product of today’s complex and culturally diverse business environment is the potential for conflict and misunderstanding, bringing confusion and all of the high costs associated with it. And yet cultural diversity can bring creativity, growth and a global awareness that is a great benefit for business today.

Authentic self-expression is a key element in building trust and respect in order to reduce the potential of conflict and increase productivity, creativity and cohesion of any work team.

COGNITIVE COMMUNICATION

Communication in today’s diverse workplace environment has the potential for “triggering” emotional responses for most people - this can be reduced by using a communication process that brings huge benefits for a team, particularly the reduction of stress.

CULTURAL DIVERSITY

Benefit from cultural diversity rather than being in a lose/lose situation and help create a win/win environment. Learn how to work successfully with all kinds of people, even ones you may have had problems with before. This is a team-building experience that creates a more productive, positive and healthier team environment.

COMMUNICATIONS IMPACT

This workshop is designed for managers, executives and leaders; who need or want to **motivate and inspire their team**.

It is for the proactive individuals who are **willing to step forward** and make things happen.

It is also for those who because of **leadership and responsibility** must step forward.

It is designed for people who want to **stand out from their peers**.

LISTENING SKILLS

No one is born with the ability to listen effectively. Just like all other communication skills, good listening must be **LEARNED**. To a great extent, this involves breaking old habits and forming new ones. The most consistent customer service complaint is “nobody was listening to me” as a result of Face 2 Face, people will feel listened to, cared about and appreciated.

FACE 2 FACE

Provides for the employee the skills and tools to effectively communicate within today’s modern organization and avoid the common pitfalls of conflict and misunderstanding.

By reducing stress and clarifying communication it helps staff handle potentially difficult situations while raising morale and productivity. As most organizations are aware, communications is both an external and internal process, everyone benefits from when it is excellent.



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Workshop Objectives & Topics

This is a team-building experience that creates a more productive, positive and healthier team environment. A by-product of today's competitive business environment is conflict. Conflict has a high emotional "trigger" for most people and yet understanding the process brings huge benefits for a team, particularly the reduction of stress. Authentic self-expression is a key element in building trust and respect, in order to reduce the cycle of conflict. Benefit from conflict rather than being in a lose/lose situation and help create a win/win environment. Learn how to work successfully with all kinds of people, even ones you may have had problems with before.

Attending this workshop will enable you to:

Build Confidence and Comfort

- Overcome fear of authentic expression
- Learn a process to stay on track during communications
- Develop your own personal style
- Respond effectively to questions

Reduce anxiety around "conflict"

- Break the cycle of conflict
- Recognize your 'style' and your team members
- Listen for what people really mean, but don't always say
- Increase your understanding of conflict
- Produce higher quality work (and less re-work)
- Reduce friction and stress in your professional environment
- Learn about boundaries and respect

Learn the Essentials of Cognitive Communication

- Identify barriers to effective communication
- Learn to listen, communicate and question
- Communicate to solve other people's problems
- Learn to ask the right questions at the right time
- Learn to listen to the real meaning of the answers you get
- Get (and give) feedback on what you think you heard



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FEATURE	ADVANTAGE	BENEFIT
The Cognitive Communication Model	This allows you to be more effective in communications and leadership - Knowing when and how to use your communication skills to maximize your results.	A clear process for building rapport to ensure success. This increases clarity and defines the 'next step' in the communication process.
Listening Skills Model	Improves the ability to 'understand' the needs and wants of the client, which builds clarity and understanding. Designed to reveal and improve the participant's ability to listen.	Understanding the listening skills and challenges of others naturally improves individual listening skills and communication skills.
Inform	The program leader presents ideas/concepts and information.	This saves time and energy, reducing frustration during the learning and increasing the application of the presentation process in the 'real' work world.
Involve	By using questions and discussion integration occurs.	
Integrate	Practice & experience helps develop mastery of the concepts and strategies.	
Ethnocentricity	Authentic self-expression is a key element in building trust and respect in order to reduce the potential of conflict.	Increases productivity, creativity and cohesion of any work team. increases confidence in leadership
Adult Experiential Learning Model	Fun, energizing, motivating and increases participation - Immediate learning and feedback.	Reduces stress during the process and increases confidence.
GEOFFREY X LANE Author Keynote Speaker Speech & Sales Coach Bid Consultant	The consultant & speech coach to the Vancouver 2010 Winter Olympic Bid. Experienced presentation and sales consultant. Innovative and adaptive on behalf of the client.	Geoffrey is a proven professional and is readily accessible in North America.