



## COMMUNICATION MASTERY WORKSHOP:

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*In the next 30 days you will be having a crucial conversation; a difficult, important or emotional one. Will you be ready to get the results you want?*

One of the greatest challenges organizations and its leaders face is communication. This workshop will explore how our communication system is either working for us or not, and how it can impact the relational and transactional space of an organization. Hands on interactive work and diagnostics along with live coaching ensure the opportunity for immediate application of new skills and understanding. Attendees will take away greater awareness, confidence and empowerment for handling communication and conflict. Some topics covered will include:

- Developing Emotional Wisdom
- Active Listening
- Successful Conflict Resolution
- Personality types and how to interact with each
- Appreciation languages

This workshop will unpack the activators needed to develop our communication system and successfully respond to what every organization deals with on a regular basis; conflict, politics and change. However the outcome, **Communication Mastery** will impact the attendee's lives not only from an organizational perspective but family and personal as well!

## Event Details

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Communication Mastery is an interactive workshop that can be delivered both live (2 hours), or virtually (1.5 hour webinar).

The workshop consists of 2 sessions comprised of various teaching elements including: live coaching, videos, diagrams, diagnostic tests and interactive role-play. Questions are highly encouraged throughout the day and add to the overall value of the event.

## Topic Overview

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### WHO ARE YOU?

In this segment we unpack what is commonly referred to as Emotional Intelligence (EQ): the science of people and combine it with a new concept, Emotional Wisdom (EW): the art of relationships. We look at how incorporating EW into our workplace culture can protect relationships, empower creativity and increase profitability. Furthermore we introduce the 4 Animals personality diagnostic and how it can be a powerful EW tool. Finally we go in depth into each personality type and how it interacts with other types.

### THE LANGUAGE OF APPRECIATION

Building upon the last session we explore another important EW tool: the appreciation languages and how understanding this along with someone's personality type can drastically improve communication. We also combine the concepts of the 2 session into a very practical communication tool/process that can be used in conflict situations.

## Contact

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