

NEGOTIATION • SALES • PROFIT • PRODUCTIVITY • OUTCOMES • TEAMWORK

ALL ACHIEVED
THROUGH

STRAIGHT TALK

THE ESSENTIAL COMMUNICATOR PROGRAM



- PRACTICAL
REAL WORLD
EXAMPLES
- HANDS ON
LEARNING
- FRIENDLY
DYNAMIC
WORKSHOPS

ESSENTIAL SKILLS

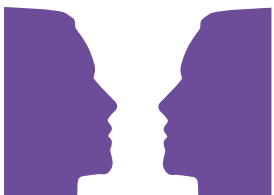
- The Communication Challenge
- The Essentials of Straight Talking
- The Business of Straight Listening
- Straight Actions - Understanding Body Language
- Writing Straight for Success
- Straight Thinking - Effective Decision Making and Problem Solving
- Mastering the Art of Straight Communication

LEARNING ENVIRONMENT

- Regular Interactive Workshops
- Easy to Use Practical Tools
- Real Time Case Studies
- Facilitator Demonstrated Methods for Handling Difficult Situations
- Video Analysis of Body Language
- Comprehensive Resource Material
- Course Goals Aligned to an Individual's Working Environment
- Work Based Mentoring to Support Course Learning

"I hear,
yet say not
much,
yet hear the
more"

Shakespeare



**McKenzie
CARRICK**
AUSTRALIA

■ Corporate Psychologists ■

**TRANSFORMING BUSINESS PERFORMANCE
THROUGH GROWTH OF YOUR PEOPLE**

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STRAIGHT TALK WORKSHOP MODULES

PROLOGUE MEETING

- The Communication Challenge
- Straight Talk Communication Styles Inventory
- Learning about Your Communication Style
- Identification and Setting of Essential Skills Objectives

MEETING ONE - THE ESSENTIALS OF STRAIGHT TALKING

- The Elements of Communication: Understanding Style, Intent and Content
- What's My Style
- How our Style influences our Critical Assumptions about Others
- The Unique Language of Each Style
- How to Recognise Another Person's Style

MEETING TWO - THE ESSENTIALS PART TWO

- Each Style has a Different Approach to Management
- Modifying your Style to Enable Win/Win Outcomes
- Resolving and Managing Conflict amongst Styles
- Straight Talk with a Colleague
- Straight Talk with your Manager
- Improving a Team's Communication Style

MEETING THREE - THE BUSINESS OF STRAIGHT LISTENING

- Are You an Active Listener
- The Listening Challenge
- The Four Key Elements of Great Listening:
 - * Hear the Message * Interpret the Message * Evaluate the Message * Respond to the Message
- Do You Have Bad Listening Habits

MEETING FOUR - STRAIGHT LISTENING PART TWO

- Your Communication Style and how it Effects Listening
- What's Your Listening Attitude
- Barriers to Communication
- Bridges to Effective Communication
- Tip Top Listening: Be Present, Become a "whole body" Listener, Control your "hot buttons"

MEETING FIVE - STRAIGHT ACTIONS: BODY LANGUAGE

- What is Body Language
- The Value in being able to Read and Speak the Language
- The Powerful Influence Body Language has on Communication
- What Language do You Speak
- Reading Body Language - Video Snapshots Part One

MEETING SIX - STRAIGHT ACTIONS PART TWO

- Reading Body Language - Video Snapshots Part Two
- The Ladder of Inference - Observation of Events to Action
- Triggers that Undermine Confidence
- The Inconsistent Message and Believability of the Communication

MEETING SEVEN - WRITING STRAIGHT FOR SUCCESS

- Communication Styles and how they Effect the Way We Write
- Analysis of My Writing Style
- Types of Written Communication
- Planning Important Written Communication
- Instant Communication - The Pitfalls of Modern Technology

MEETING EIGHT - STRAIGHT THINKING: DECISION MAKING

- Our Communication Style Effects the Way We Think and Act
- What's my Unconscious Method of Decision Making
- Slow Down or Speed Up: Analysis of Personal Style for Improved Decisions
- Development of a Format for Effective Decision Making

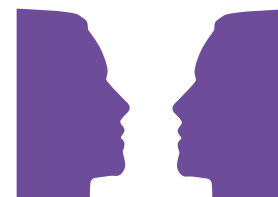
GRADUATION MEETING

- Effective Communication is a Journey Not a Destination
- Practice, Practice, Practice
- Participant Presentations
- Putting it All Together: Masterful Communication

PRACTICAL
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