

# Why we have 2 ears and only 1 mouth



## INSPIRATIONAL SESSION

### The do's and don'ts of effective communication

You know the drill. Team communication hits a snag: "Hey, are you even listening?" Causing the core of the message to get lost. "Huh, what did you say?" Does this sound familiar? Well, then it's high time to schedule our session on effective communication in your agenda. We'll be happy to inspire your colleagues or team on how to connect with each other. Because admit it, communicating effectively is so damn hard sometimes.

High time to stop talking at each other and start talking to each other. That is why in this session we teach you concrete tips and techniques to share your thoughts and feelings in a respectful way. And that it is sometimes better to remain silent. To really listen. Because that is where the magic happens. The result? Active and open communication within the team. And a smarter and better version of yourself!

### LENGTH

**1.5 hours (without break) or 3 hours (with break)**

### NUMBER OF PARTICIPANTS

**from 10 to 500**

### LANGUAGE

**Dutch, French or English**

### MOOD



## LEARNING OBJECTIVES

### You will learn this during a session :

	1,5 h	3 h
That informing is not the same as communicating.	✓	✓
That it is best to communicate something important only when you have the full attention of the audience.	✓	✓
How words, tone of voice and body language affect your message.		✓
The characteristics of the 4 Insights Discovery colours.	✓	✓
How best to respond to your interlocutor's preferred style.		✓
That your perception of reality is not the same as the other person's.		✓
Which pitfalls you should avoid so that your communication does not rub the other person the wrong way.	✓	✓
That the meaning of your communication is not what you mean, but what the other person understands.	✓	✓
How to communicate clearly and concretely.		✓
Asking the right questions to better understand the other person.		✓
The model of connecting communication.		✓
12 tips to listen in a better way.	✓	✓

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