

Why we have 2 ears and only 1 mouth

TRAINING

The do's and don'ts of effective communication

Imagine: you are telling your colleague something, full of conviction, with bells and whistles, super-enthusiastically. However, in the meantime they're just happily scrolling on their mobile phone. Very irritating. Or vice versa: you abruptly interrupt your colleague. Frustrating for them this time. Why is that? Because what we truly want is to be heard. With the emphasis on 'truly'. Attentive listening is hard work. That's why they come in pairs, your ears.

The good news: you can train your ears and your mouth. So ... ready to jump in with your team? Fancy learning communication techniques so you are understood exactly as you mean it? Get ready to rumble, because sitting still is something you do at home. Here we practice. Hands-on via playful techniques, role-plays and interactions. Playful and confrontational but always in a safe environment. With only one goal: bringing you closer together through connecting communication.

LENGTH

an 8-hour day

NUMBER OF PARTICIPANTS

between 4 and 12

LANGUAGE

Dutch, French or English



LEARNING OBJECTIVES

In a nutshell: what will you learn during the training?

Your personal communication style through 20 questions.

That informing is not the same as communicating.

That you only communicate something important when you have someone's full attention

How words, the use of your voice and body language affect your message.

The characteristics of Insights Discovery's 4 colours.

Which is your most dominant Insight colour, which is your least dominant colour and what your challenges

How best to respond to your interlocutor's preferred style.

That your perception of reality is not the same as the other person's.

How to open up more to someone with a totally different opinion.

Which pitfalls are best avoided so that your communication does not go down the wrong path with the other person.

That the meaning of your communication is not what you mean, but what the other person understands.

Communicate clearly and precisely.

Useful communication models such as the U-turn, the hot dog and the diving board technique, meta-communication, the model of connecting communication.

12 tips for better listening.

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