

The Authentic Communicator

This highly interactive session explores communication and collaboration skills to enhance Leadership Presence and improve relationships with clients and colleagues. **The focus is on making every interaction an opportunity to build a trusting authentic relationship, whether in a formal meeting or a quick hallway chat.** Participants practice skills in emotional congruency (matching intention with perception); reflective listening (assuring that others feel heard); the ability to be present (releasing attachment to agendas or internal scripts); confident physical and vocal expression; flexibility and adaptability to disruption/change; and status signals (managing one's occupation of space and time). The result is a powerful transformation in participants' abilities to communicate effectively and authentically, and quickly forge collaborative trusting relationships.

Compelling communication skills are fostered and ineffective communication habits are released as participants heighten their awareness of and receive feedback on how they are perceived when communicating and listening. **Emphasis is placed on the ability to both send and receive messages – to hear and be heard.** Participants practice being fully present and undistracted by internal scripts, confidently conveying messages while reflectively listening to others.

Experiential Methodology: Participants are on their feet much of the time, exploring a variety of interactive engagement techniques, including those used by professional actors and improvisational theater performers. These exercises are experienced in large and small groups: individuals are never singled out (unless they volunteer), making the atmosphere safe and comfortable for exploration and development.

This program can be customized...

- ...To focus on trust-building skills for Leaders, and may be re-titled "The Trusted Leader."
- ...To focus solely on Listening, and is then re-titled "Collaborative Listening"
- ...To include peer-coached and/or facilitator-coached business simulation conversations.
- ...To include peer-coached and/or facilitator-coached presentation practice.

Half-day to full-day session, based on needs