

Soft-Train



*At Soft-Train
Technology Works*

Developing Effective Business Conversation Skills (2 Days) ST00070

COURSE GOAL: To gain the conversational skills to get attention and gain credibility.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Express ideas completely and succinctly to build rapport
- Leverage conversational dynamics to get results
- Avoid leaving others in “mind-reader” mode
- Use conversation as a coaching and performance tool
- Come out a winner in any business conversation

KEY TOPICS:

I. Foundation For Every Conversation

- A. Emotional Intelligence
- B. Values: Workplace Motivators
- C. Communication Styles
- D. What is Your Style

II. The 12 Conversations

- A. Overview of the 12 Conversations
- B. Conversation for Connection
- C. Conversation for Creating New Possibilities
- D. Conversation for Structure
- E. Conversation for Commitment
- F. Conversation for Action
- G. Conversation for Accountability
- H. Conversation for Conflict Resolution
- I. Conversation for Breakdown
- J. Conversation for Withdrawal and Disengagement
- K. Conversation for Appreciation
- L. Conversation for Moving On
- M. Putting it All Together: The Conversation Map

III. Presentations

- A. Presentations: The Greek Way
- B. Four Rhetorical Devices
- C. Three Learning Styles
- D. Aim for the Head and the Heart.

IV. Backstage

- A. Define your objective
- B. Understand the Audience
- C. Decide what to say
- D. Get organized
- E. Develop Effective Visuals
- F. Rehearse

V. Show Time

- A. Speak Effectively
- B. Projecting a Positive Attitude
- C. Keeping the Audience engaged
- D. Handling Questions
- E. Dealing with Stage Fright
- F. Evaluating Yourself