

Interpersonal communication + communication suited to personality

DAY 1

#1 Workshop Communication and cooperation in a team based on Insights

Discovery™

- **Magic of perception**– you will discover how the human personality influences the way people perceive other people behavior,
- You will learn about various dimensions of personality and their impact on communication in a team and with your business partners,
- You will learn what are the strengths and limitations of each personality type and in the interaction with different types with each other,
- **You will learn to recognize different communication styles and personality preferences in terms of cooperation with different people** – based on verbal and non-verbal speech of your interlocutor,
- You will learn how to talk to people of different personality in order to achieve desired effect, e.g. motivate to act, engage, persuade to something,
- **You will discover how the way people communicate under the influence of stress.** You will know „bad day” and the „shadow” of different types of personalities in business.
- You will learn to adjust your style of communication and cooperation style to the different personality preferences of your co-workers/ bosses/ clients,
- You will learn about your dominant communication style and you will learn what your strengths are and what are the challenges resulting from your personality and preferred communication styles,
- You will learn the mechanism of „changing” your personality under the influence of stress,
- You will discover which dimensions of your personality should be strengthened and which ones to be toned in communication with specific people in order to achieve the desired effect,
- You will learn how to talk more effectively with different types of co-workers, superiors, clients,
- **You will learn how to expand your comfort zone** – to complement your personality with new competences.

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#2 Hidden Levels of Messages™ - what you cannot see and hear, but it affects the interlocutor

- When you don't know what's going on ... **it's all about the Hidden Levels of Messages™!** How to read them and use them to understand the incomprehensible?
- How to translate content from hidden levels of messages to explicit levels so that others understand us better?
- Why the **model of 4 communication planes** according to F.S. von Thun is not enough to build an agreement.

#3 Meta-programs - how to change your own perceptual and communication strategies

- How we filter information and create our own communication strategies,
- How to recognize which Metaprograms our interlocutor uses,
- How to adjust your message depending on the meta-program of the interlocutor,
- **The most important Meta-programs overview:**
 - proactive vs reactive,
 - „from" vs „towards",
 - internal vs external,
 - options vs procedures,
 - general vs specific,
 - compliance vs incompatibility.

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#4 How to be effective in interpersonal communication

- Diagnosis of your style and optimization of communication strategies,
- How to choose communication tools depending on the goal,
- How to use verbal and non-verbal communication to strengthen the message and keep the recipient focused?
- **How do I control the conversation?** The art of leading the interlocutor with open and closed questions,
- And what when others say and ... little comes out of it? Active listening tools for **ethical challenge:**
 - paraphrasing,
 - interrogation,
 - retention,
 - summarizing,
 - mirroring.

#5 Interpersonal communication in a project team, how to work out a solution together

- How to submit ideas and solutions,
- How to criticize ideas and solutions so as not to cut the author's wings,
- How to behave when someone criticizes you,
- How to give feedback or appreciate,
- **How to change your communication when you want to:**
 - motivate to act, to make decisions,
 - engage and strengthen responsibility,
- How to inform or obtain information.

#6 Diplomacy in spoken and written communication

- How to communicate a problem, disapproval and dissatisfaction,
- How to rush the lazy,
- How to set boundaries and talk about your needs / expectations.

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#7 How to deal with grips and distortions in conversation – meta-model

- **How to recognize the statements of your interlocutors:**
 - generalizations and general quantifiers,
 - no logical or cause-effect relationship,
 - shifting responsibility,
 - inclined plane,
 - mind reading and hidden assumptions
 - modal necessity operators,
 - modal opportunity operators,
 - nominations,
 - undefined nouns,
 - undefined verbs,
 - ratings and judgments,
- How to lead the interlocutor to the **"open card game"** using the questions from the Meta-model,
 - How to change the direction of a conversation from non-constructive **to positive for both parties**, thanks to neurolinguistics (appropriate selection of words, presuppositions and syntax),
 - **Non-violent communication according to Marshall Rosenberg** - how to reach the real needs and focus on the solution, not the conflict,
 - **6 steps to becoming a better audience for criticism** - get value from your critical words.



Have any questions?
Feel free to contact us.

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