Interpersonal communication

#1 Communication in project team – how to work out a solution

- The technique of assertive submission of your own idea / solution,

- **How to criticize ideas and solutions so as not to cut the author's wings** - an original technique, especially useful in team discussions,

- **How to react "with class",** constructively when someone criticizes you on the forum,

- **Walt Disney strategy** - how to reach an agreement and work out solutions together.

#2 Communication training in various situations

- **Your active communication training in a group with feedback and immediate tips** - from the trainer and other trainees (to your way of communicating verbally and body language),

- Communication in confrontational situations,

- Providing feedback in interpersonally difficult situations,

- **Proactive attitude in communication** - taking responsibility for the course and effect of the conversation.

#3 Diplomacy in oral and written communication

- How to give feedback or appreciate,

- How to communicate a problem, disapproval and dissatisfaction,

- How to rush the lazy,

- How to set boundaries and talk about your needs / expectations,

- How to change your communication when you want to:

  - motivate to act, to make decisions,

  - engage and strengthen the responsibility of the recipient,

  - strengthen your authority.

We conduct trainings :
- ✓ stationary
- ✓ on-line
- ✓ hybrid - MIX

Have any questions? Feel free to contact us.
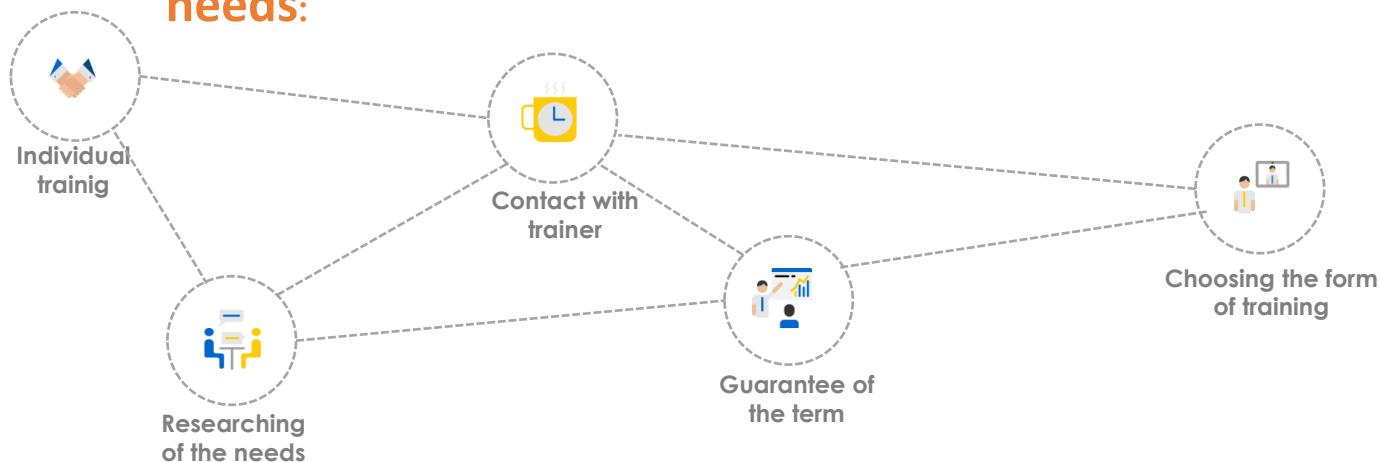**Gabriela Majchrzyk**
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4GROW *lead the way*

#4 *Hidden Message Levels ™ - what you can't 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 ™! -** you will learn to read hidden content in the interlocutor's speech,

- You will strengthen your message and more easily reach the recipient with your message, thanks to the skillful translation of the content from the Hidden Levels of Communication ™ into explicit levels,

- **Why, when we hear the same thing, we hear something else -** the model of 4 communication planes (4 pairs of ears) according to F.S. von Thun,

- Practical ways to communicate well with different interlocutors, e.g.

  o **Women vs. men -** how to find a common language,

  o **"Oversensitive" -** how to protect them from unpleasant feelings **vs. "Insensitive" -** how to activate empathy in them,

  o **„Overinterpreting" -** how to protect them from misinterpretation **vs. „half-witted" -** how to help them understand better,

  o **Baby boomers, generation X, Y (Millenials) and Z -** how to hit the right generation with your message?

How we take care of your needs:

Individual trainig

Contact with trainer

Choosing the form of training

Researching of the needs

Guarantee of the term

Interpersonal communication

#5 We increase the effectiveness of your interpersonal communication

- **Interpersonal training -** your active communication training in a group with feedback and immediate tips - from the trainer and other participants of the training (to your way of communicating verbally and body language),

- **Verbal and non-verbal communication -** techniques that strengthen the verbal message and body language in such a way as to increase authority, engage recipients and achieve the expected effect,

- **Active listening -** how to cope when the interlocutor is chatty, "pouring water" or reticent / closed in on himself:

  - o interrogation,

  - o retention,

  - o summarizing,

  - o mirroring,

  - o paraphrasing (paraphrasing to the content and deep paraphrasing with the framework of the solution)

- **Asking appropriate questions: closed, open-ended and coaching** - to better control the conversation, obtain information, build accountability and proactivity of the interlocutor, etc.

#6 *Neurolingustic in communication (NLP) - how to deal with grips and distortions in conversation - metamodel*

- How to recognize communication tricks in the statements of your interlocutors,

- Guiding the interlocutor towards "open cards" using questions from the Metamodel,

- Changing the dynamics of the conversation from non-constructive to positive for both parties (appropriate choice of words, presupposition and syntax).

#7 *Metaprograms - how to use different perspectives of looking at data during discussions and teamwork*

- **How we filter information and create our own communication strategies,**

- From what perspective can your interlocutor look at the situation and why your message does not always reach him - an overview of the most important Metaprograms (proactive vs reactive, 'from' vs 'to', internal vs external, options vs procedures, general vs specific, compliance vs inconsistency),

- **Practical communication tips.**