

Communication suited to personality

Day #1

- **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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Day #2 (only in dedicated/closed training)

- You will learn to use **4 color model** of team work on a new idea/project, thanks to which you will strengthen good cooperation in a team, use the potential of different personalities and take care of the effective implementation of the project at every stage,
- **You will learn and practise new communication techniques** – useful regardless of the personality of your interlocutor,
- **You will learn to provide difficult feedback to the other person** – ZFUP technique will help you in this,
- **You will learn ZFPUKO technique** – more powerful than feedback and helpful when you need to enforce a behavior change from another person,
- You will learn to react constructively when someone in the conversation verbally attacks you, raises objections or simply giving you feedback – **the EGO™ model** will help you with this,
- You will take part in a variety of tasks and exercises, thanks to which you will learn how to apply the tools you have learned and avoid mistake.



Have any questions?
Feel free to contact us.

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