

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.**

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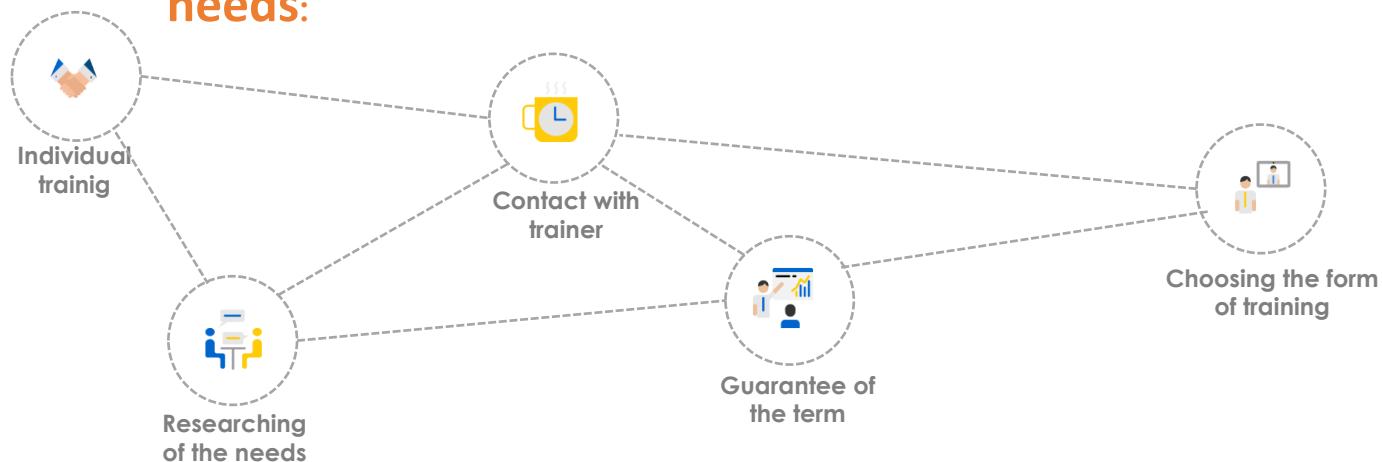
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#4 Hidden Message Levels™ - what you can't see and hear, but it affects the interlocutor

- **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.
 - **Women vs. men** - how to find a common language,
 - **"Oversensitive"** - how to protect them from unpleasant feelings **vs. "Insensitive"** - how to activate empathy in them,
 - **„Overinterpreting"** - how to protect them from misinterpretation **vs. „half-witted"** - how to help them understand better,
 - **Baby boomers, generation X, Y (Millenials) and Z** - how to hit the right generation with your message?

How we take care of your needs:



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#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:
 - interrogation,
 - retention,
 - summarizing,
 - mirroring,
 - 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 Neurolinguistic 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.**