

Interpersonal communication

#1 Communication in a project team, or how to work out a solution together

- Technique of assertively reporting your own idea/solution,
- **How to criticize ideas and solutions so as not to cut their author's wings**
- an original technique useful especially in team discussions,
- How to react "with class", constructively, when someone criticizes you on a forum,
- **Disney's strategy** – how to reach an agreement and develop solutions together.

#2 Communication training in various situations

Your active group communication training with feedback and "on-the-fly" tips - from the trainer and other training participants (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 communication

- How to give corrective or appreciative feedback
- How to communicate problems, disapproval and dissatisfaction,
- How to hurry the sluggish,
- 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 recipient's responsibility,
 - strengthen your authority.

We conduct training in the following formula:

- ✓ landline
- ✓ online
- ✓ hybrid - MIX



Do you have any questions?

Please contact me

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#4 Hidden Message Levels™

- what cannot be seen or heard, but affects the interlocutor

- **When you don't know what it's about... it's about Hidden Message Levels™!**
- you will learn to read hidden content in the interlocutor's statement,
- You will strengthen your message and reach the recipient more easily with your message, thanks to the skillful translation of content from Hidden Message Levels™ to overt levels,
- **Why do we hear something different when we hear the same thing** - the model of 4 communication planes (4 pairs of ears) according to FS 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,
 - **"over-interpreters"** - how to protect them from wrong interpretation vs. "low defaults" - how to help them understand better,
 - **Baby boomers , generations X, Y (Millennials) and Z** – how to reach 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 group communication training with feedback and "on-the-fly" tips - from the trainer and other training participants (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 talkative, "pouring water" or taciturn / introverted :
 - questioning,
 - with holding,
 - summing up,
 - about mirroring,
 - paraphrasing (paraphrase to the content and deep paraphrase with a solution framework),
- **Asking appropriate questions: closed, open and coaching** – to better control the conversation, obtain information, build the interlocutor's responsibility and proactivity , etc.

#6 Neurolinguistics in communication (NLP) - how to deal with hooks and distortions in conversation - Metamodel

- How to recognize communication tricks in your interlocutors' statements
- Guiding the interlocutor towards "playing open cards" using questions from the Metamodel,
- Changing the dynamics of the conversation from unconstructive to positive for both parties (appropriate choice of words, presuppositions and syntax).