

Interpersonal + personality-adapted communication

#1 Diagnosis of your personality type and communication and cooperation style - you will complete the Insights Discovery™ questionnaire

- **Before the training**, you will complete the online Insights Discovery questionnaire (approx. 15-20 minutes).
- **Insights Discovery™** is a method based on CG Jung's personality theory, based on an online questionnaire, developed in accordance with the standards of a professional psychological test. Reports (individual Insights profiles) created on the basis of the answers provided in the questionnaire illustrate, in a way accessible to the business environment, individual preferences and differences in people's functioning styles. The Insights questionnaire is a self-description tool (the participant describes himself by selecting answers to various questions). It is not intended for assessment but for self-reflection and development of individuals and teams. Insights diagnosis and workshops based on this diagnosis can only be conducted by trainers certified by Insights International / Poland. More information about Insights Discovery: www.insights.pl
- During the 3-day training, you will receive your individual descriptive report based on your answers to the questionnaire.
- Your report - the Insights Discovery profile - will contain a graphic illustration and a description from which you will learn: what is your personality type and the dominant communication/cooperation style resulting from your personality preferences. The profile also describes your strengths and challenges in communicating with others; how do you function in the so-called "good day" and how your communication style changes on a "bad day" - in conflict, under stress; what is your "antagonistic type" and what you can work on to better communicate with people with different personality preferences than you.
- Your individual Insights profile will be your reference point during the 3rd day of training . You will also receive it in paper and electronic versions - you will be able to share it with your colleagues.

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#2 Team communication and collaboration based on Insights Discovery™

- The magic of perception - you will discover how a person's personality affects the way he perceives other people and their behavior.
- You will learn about different personality dimensions and their impact on communication and cooperation in a team and with your business partners.
- You will learn what the strengths and limitations are in the communication of each personality type and in the interaction of 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 the verbal and non-verbal speech of your interlocutors.
- You will learn how to talk to people with different personalities to achieve the desired effect, e.g. motivate them to take action, engage them, convince them to do something.
- You will discover how the way different people communicate changes under stress. You will learn about the "bad day" and the "shadow" of different personality types in business.
- You will learn to adapt your communication and cooperation style to the different personality preferences of your co-workers / bosses / clients.
- You will get to know your dominant communication style and find out what your strengths and challenges are due to your personality and preferred communication style.
- You will learn the mechanism of "changing" your personality under stress.
- Will you discover which dimensions of your personality are worth strengthening and which ones should be toned down in communication with specific people to achieve the desired effect?
- You will learn how to talk more effectively with different types of co-workers, superiors and clients.
- You will learn how you can expand your comfort zone - to complement your personality with new competences.

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#3 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™! 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 levels of communication according to FS von Thun is not sufficient to build understanding.

#4 Metaprograms - how to change your own perception and communication strategies

- How we filter information and create our own communication strategies,
- How to recognize what Metaprograms our interlocutor uses,
- How to adjust your message depending on the interlocutor's Metaprogram ,

- Overview of the most important Metaprograms :
 - proactive vs reactive,
 - "from" vs "towards",
 - internal vs external,
 - options vs procedures,
 - general vs specific,
 - compliance vs. non-compliance.

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#5 How to deal with catches and distortions in conversation - Metamodel

- **How to recognize your interlocutors' statements:**
 - generalizations and general quantifiers,
 - lack of logical or cause-and-effect relationship ,
 - shifting responsibility,
 - inclined plane,
 - mind reading and hidden assumptions,
 - modal necessity operators,
 - modal possibility operators,
 - nominalizations,
 - indefinite nouns,
 - indefinite verbs,
 - assessments and judgments,
- How to lead your interlocutor to an "open card game" using questions from the Metamodel,
- How to change the direction of a conversation with non-constructive to positive for both parties, thanks to neurolinguistics (appropriate selection of words, presuppositions and syntax),

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

- How to submit ideas and solutions,
- How to criticize ideas and solutions so as not to clip the author's wings,
- How to behave when someone criticizes you
- How to give corrective or appreciative feedback
- 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.

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#7 Diplomacy in spoken and written communication

- How to communicate problems, disapproval and dissatisfaction,
- How to hurry the sluggish,
- How to set boundaries and talk about your needs/expectations.

#8 How to ensure effectiveness in interpersonal communication

- Diagnosis of your style and optimization of your communication strategy
- How to choose communication tools depending on the goal
- How to use verbal and non-verbal communication to reinforce the message and keep the recipient focused?
- How to control the conversation? The art of leading an interlocutor using open and closed questions
- What about when others say something and... little comes of it? Active listening tools for ethical "challenging":
 - Paraphrasing
 - Inquiring
 - Retention
 - Summarizing
 - Reflecting



Do you have any questions?
Please contact me

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