



WOMEN IN LEADERSHIP

EFFECTIVE
COMMUNICATION
WORKSHOP

 THE GUINEA GROUP

Women in Leadership Effective Communication Workshop

NAME:

DATE:

THE 3 PARTS



Conversing

The two-way process



Connecting

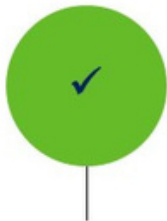
Making it personal



Challenging

Beliefs, and changing behaviour

First Things First ...



About You

Best communicator?

Why?

Favourite Movie?



About Me

Resilience Coach

Married 29 years

Triathlete



About Us

Open


Honest


Safe

WORKSHOP SLIDES

Networking first ...

*First name
Organisation
Value add*



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Let's define communication

Let's define conversation

What is the best definition of conversation? ^

(a) talk between two or more people in which thoughts, feelings, and ideas are expressed, questions are asked and answered, or news and information is exchanged: have a

Origin

LATIN → LATIN → OLD FRENCH

conversari → conversatio


ENGLISH

converse → conversation

converse → conversation

conversation
talking among
familiarly
intimacy
Middle English

Middle English (in the sense 'talking among, familiarity, intimacy'): via Old French from Latin conversatio(-), from the verb conversari (see *converse*)

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NOTES / REFLECTION

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Conversing (a two-way process)

The 9 steps


1. Be present, and be prepared to be nowhere else
2. Turn up to learn, not to tell
3. Ask better questions
4. Don't verbalise every thought
5. If you don't know, you don't know

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Conversing (a two-way process)

The 9 steps

6. Don't equate your experience with theirs (it is different)
7. Repetition is not useful
8. Too much detail is too much detail
9. Listen with an open heart and an open mind
10. Be as brief as possible

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NOTES / REFLECTION

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WORKSHOP SLIDES

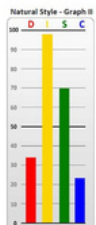
Connecting (and making it personal) 8

Adapted Style - Graph I




Pattern: I (1622)
Focus: Work

Natural Style - Graph II



Pattern: IS (2652)

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Connecting (and making it personal) 9

When Communicating with Anton, DO:

- Present your ideas and opinions in a non-threatening way.
- Plan some extra time in your schedule for talking, relating, and socialising.
- Be certain to conclude the communication with some modes of action and specific next steps for all involved.
- Join in with some name-dropping and talk positively about people and their goals.
- Provide assurances about Anton's input and decisions.
- Break the ice with a brief personal comment.
- Plan to talk about things that support Anton's dreams and goals.

When Communicating with Anton, DON'T:

- Be impersonal or judgmental.
- Be overly task-oriented.
- Leave the idea or plan without backup support.
- Talk down to Anton.
- Leave decisions hanging in the air. Be certain all decision points have reached closure and result in plans for action.
- Be rude or abrupt in your delivery.
- Manipulate or bully Anton into agreeing.

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NOTES / REFLECTION


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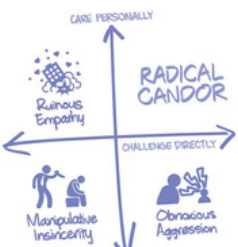
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Connecting (and making it personal) 10

With D's	With I's	With S's	With C's
<ul style="list-style-type: none"> • Show them how to win • Display Reasoning • Provide concise data • Agree on goals and boundaries • Vary Routine • Compliment them on what they have done • Provide opportunities for them to lead, impact results 	<ul style="list-style-type: none"> • Show them that you admire and like them • Be Optimistic • Support their feelings and ideas • Avoid involved details • Focus on the Big Picture • Interact and Participate with them - do it together • Provide acknowledgements, accolades and compliments 	<ul style="list-style-type: none"> • Show how your idea minimises risk • Demonstrate interest in them • Compliment them on follow through • Give personal assurances • Provide a relaxing, friendly, stable atmosphere • Act non-aggressively, focus on common interests • Provide opportunities for deep contribution and teamwork 	<ul style="list-style-type: none"> • Approach indirectly, non-threatening • Show your reasoning, logic, give data in writing • Allow them to think, inquire and check before they make decisions • Tell them "why" and "how" • Provide opportunities for precision, accuracy and planning for quality results

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Challenging (beliefs and changing behaviour) 11



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NOTES / REFLECTION

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NOTES / REFLECTION

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NOTES / REFLECTION

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ANY QUESTIONS? WE'RE HERE TO HELP

We exist to support leaders to upgrade their mindset, upskill their leadership, and uplift their teams, to create psychologically safe and high performing teams!

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