

# MAKING BEHAVIOUR COUNT

Making Behavior Count is a one-day interactive and practical training workshop that develops your team's interpersonal skills. The program looks at individuals' behavior and the impact it has on their success. The course incorporates group discussion, case studies, exercises and peer coaching. Participants leave the course with a greater knowledge of how they are perceived by others and a toolkit of techniques that will help them adapt their approach to build rapport and communicate more effectively.

## Objectives

The participants will leave the program with skills and techniques to

- Communicate more effectively by understanding the true nature of the communication process
- Use advanced rapport building skills to influence those around them
- Read personality types to impart their "sales" messages in style that will be receptive

## Content

### Introductions & objectives

The course leader introduces Making Behavior Count, administration and housekeeping is explained and course content and objectives are detailed. Participants introduce themselves and are given an opportunity to state their personal objectives for the course.

### Improving communication to build rapport

This workshop starts with a review of the communication process and why it so often breaks down. Participants are given an insight into how others perceive their communication. Participants are introduced to Neuro-Linguistic Programming and are given the opportunity to explore how they come across to others. Techniques are introduced to help participants hone their communication skills.

### Reading and using personality

Occasionally in life we meet someone and the relationship just seems to click. On other occasions with a different person the relationship is a disaster from the beginning. In this session of the course we look at how you can get more of the first and less of the second by firstly understanding ourselves. We perceive the world according to what we know and what we believe about the world but if we are to build rapport we need to look at the world through other people's eyes.

### Tailoring messages to character and personality

It does not matter how good your message is if the other person "does not get it". Understanding what the recipient of your message actually wants is one thing but conveying to them that you can meet their needs in a language they understand is another. In this part of the course we look at how information should be tailored for different recipients – more technical versus less technical, business focus versus people focus and the like.

### Strategies to deal with different or even 'difficult' people

Occasionally there are people in our lives that we just find 'difficult' in this part of the course individuals will take time to discuss these 'types' and work with other participants to develop a strategy to employ in future encounters. They will be given the opportunity to try out their strategies with others in the group who exhibit these personality traits.

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## Review and analysis of previous experiences as a learning tool

In this part of the course we pull everything together by looking at how the learning can be implemented back in the work environment. We look at previous experiences and how we could have approached them differently to get a more successful outcome.

## Summary, review and personal action plans

The participants review the training course and set action plans for what they will do on their return to their office

