

COMMUNICATING UNDER PRESSURE

Communication is king when the pressure is on...

Imagine you are a fly on the wall observing the communication styles of people on a normal working day. You'd probably conclude that the workplace communication is erratic and confusing. Now revisit the same workplace when everyone is under pressure. You'd expect that people's levels of communication would pick up. However you'd be surprised. Good communication is often sacrificed as people rush around pursuing unfinished tasks.



KEY LEARNING OUTCOMES

At the conclusion of this workshop participants will be able to:

- Analyse different workplace communication styles
- Identify different behavioural types (internal and external)
- Tailor personal communication style to different behavioural types
- Communicate clearly under pressure
- Reset customer expectations instead of causing disappointment
- Analyse how the brain responds to pressure
- Respond to challenges (rather than react)
- Use paraphrasing techniques to check for understanding
- Identify communication hotspots
- Build levels of resilience to help people bounce back quicker
- Effectively manage communication breakdowns
- Agree to communication action plans

"Good communication is often sacrificed as people rush around pursuing unfinished tasks."



NUTS AND BOLTS

Guidelines

- **Group Size:** An ideal group size is 4–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Duration:** This course can be tailored to fit your timeframe.
- **Cost:** Upon request.

- **Target Audience:** Staff & Management

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

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