Interaction, the Effect of the Heroic Part

Leading through Clarity – Post-Heroic Communication

What?
» Targeted management of communication processes
» Method-based communication – knowing and conveying the full message
» Feedback, praise and setting measures

When and why?
» Non-achievement of targets due to inefficient communication in the team
» Conflicts due to unclear communication, misunderstandings
» Project stagnation due to inadequately defined goals
» Staff not developing due to lack of feedback
» Frustration in the team due to lack of feedback and praise

Objectives
» Communicating messages, goals, instructions clearly and specifically in meetings, in appraisals or when delegating
» Avoiding misunderstandings
» Time-efficient communication to make best use of resources
» Communicating values

Who?
» Groups, managers, team leaders

How?
» Team or one-to-one setting
» 2+1 day(s) (6 week break in between for reference purposes)

Method
» POL, autopoiesis model, feedback methods, giving praise and feedback, setting measures, first and second order reality, reaction exercises, role playing
Enticing Communication → Presentation Techniques 2

What?
» Advanced Workshop to Presentation Techniques 1
» Making communication interesting and exciting
» Presentation formats
» Inspiration and enthusiasm through voice, facial expression, gesture
» Consciously focusing awareness
» The audience as resource

When and why?
» Desire for efficient communication of learning content and information in meetings, training courses, presentations
» Experience with lack of attention from or disruptive audiences
» Exceeding the prescribed time limits

Objectives
» Exciting, motivating, impressive presentations
» Targeted communication of content
» Inspiring creativity and making the audience think
» Reduction in stress before/during a presentation or speech
» Optimal use of time
» In-depth discussion of content

Who?
» Managers and anyone who regularly gives presentations or speeches

How?
» Prerequisite: Presentation Techniques 1
» 1 day workshop (group setting)
or
» Preparation for a specific presentation or speech (one-to-one setting)

Method
» DRIMM model, Aristotelian suspense, YES-connection
Agile Communication → for Different Personalities

What?
- Individual INSIGHTS personality analysis (incl. style of communication, thinking, work)
- Flexibility in quantity of words, speed and content to provide more clarity
- Recognising and adapting to the communication needs of the others
- Accepting the differences and using the commonalities

When and why?
- Conflicts due to lack of tolerance and appreciative communication
- Misinterpretations and misunderstandings
- Differences in self-image and external image
- Lack of ability to see the diversity in human behaviour and the success it brings

Objectives
- Tolerance and acceptance of different characters
- Understanding different styles of communication (= basis for successful communication and respectful interaction)
- Efficient cooperation
- Self-awareness

Who?
- Teams, managers, everyone!

How?
- Preparation: individual INSIGHTS personality analyses incl. feedback sessions
- 1½ day workshop in a team setting

Method
- INSIGHTS personality analysis, autopoiesis model, first and second order reality, role playing, improvisational theatre