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