

# Leadership and Communication

## THREE-DAY COURSE FOR LEADERS AND MANAGERS in Needs-based Communication

### Outline

Successful leadership relies on communication. Leaders need to know more about how people work than ever before. The ability to understand the hopes, expectations and dilemmas of one's colleagues and team members is now as important as the 'harder' skills relied on by previous generations of managers and leaders. Communication is at the core of one's ability to lead; it is through communication that one is able to develop the vision and creative strategic responses necessary to improve and maintain high performance within one's organisation.

This course is for anyone who wishes to increase their effectiveness as a leader, focusing especially on essential communication skills. With approximately six participants at a time, the course allows for expert and individual attention from the trainers, as well as the close support and experience of the group: the ideal learning environment for lasting and embedded change.

### Course Aims

- To provide understanding of excellent leadership practice.
- To learn communication, collaboration and negotiation skills.
- To cultivate effective professional relationships.
- To develop tools for managing personal challenges and organisational success.

### Learning Outcomes

- Establish positive connections with colleagues and clients, and work successfully with differences.
- Understand what motivates people and drives performance.
- Recognise the impact of skilful communication.
- Listen actively to colleagues, team-members and clients, identifying and responding to their needs with accuracy.
- Deal with disgruntled people, and increase team-spirit.
- Give and receive feedback without blame within a 'learning environment', and be honest without insulting others.
- Achieve co-operation and collaboration from those we manage and lead.
- Handle difficult people and difficult emotions with greater ease.
- Deal with conflicts and complaints to de-escalate problems at the outset, so as to maintain healthy teams and give superior service to clients.
- Negotiate with clients and colleagues to find win-win solutions, and facilitate productive meetings.

# Programme Summary

## DAY 1

### Morning

We introduce the 'Model of Connection' to explore the underlying reasons for people's actions and behaviours.

### Afternoon

We apply the principles of connection to communication, to understand how action and communication is linked.

We explore how to make requests that empower others, and achieve positive co-operation. We learn to exchange honest feedback within a learning environment, rather than in an atmosphere of blame and criticism.

### Evening

We introduce ways to increase calm and efficiency by dealing with stress and anxiety.

## DAY 2

### Morning

We look at the blocks to effective communication and gain an in depth understanding of the language of conflict. We learn how to get difficult messages across to colleagues and team-members, in a way that is both assertive and sensitive to others' needs.

### Afternoon

Here, we tackle how to reduce and resolve conflicts through understanding other people's needs and concerns; and how to deal with 'difficult' emotions (in oneself and others).

### Evening

Another evening learning practices we can take back into the office or the home to increase calm and clear-headedness.

## DAY 3

### Morning

Today we improve our ability to listen and respond to others. We acknowledge other people's needs and concerns in a genuine way, and empower others to find win-win solutions capable of meeting everybody's needs.

### Afternoon

We take the popular subject of how to say 'no!' ... while taking others into account, including how to deal with demands from 'demanding' / 'needy' people.

## Information

The course takes place at our delightful venue beside the River Cam, close to the centre of Cambridge. This provides a memorable and peaceful setting for the training, while nearby accommodation allows delegates to enjoy the sights and special atmosphere of the historic city.

This course draws together aspects of other Life at Work courses.

## Approach

Needs-based communication is an adaptation of the internationally recognised *Nonviolent Communication*<sup>™</sup>, in which Life at Work trainers are internationally certified.

## What course delegates say...

*'This course works on the deep and basic level of how people think and react ... rather than providing superficial techniques that are easily forgotten.'*

Publishing Director, Cambridge University Press

*'The course made me consider my own methods of communication and taught me many new methods to communicate effectively, especially in the field of conflict. These will be very useful in my work.'*

Medical Doctor, NHS

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## For further details:

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