

# Leadership and Communication

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

### Outline

An in-depth course for anyone who wishes to increase their effectiveness as a leader, focusing especially on essential communication skills. With a maximum of six to eight 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.

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

### Course Aims

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

### This five-day course will increase your ability to:

- i Establish positive connections with colleagues and clients, and work successfully with differences.
- ii Understand what motivates people and drives performance.
- iii Recognise the impact of skilful communication.
- iv Listen actively to colleagues, team-members and clients, identifying and responding to their needs with accuracy.
- v Deal with disgruntled people, and increase team-spirit.
- vi Give and receive feedback without blame within a 'learning environment', and be honest without insulting others.
- vii Achieve co-operation and collaboration from those we manage and lead.
- viii Handle difficult people and difficult emotions with greater ease.
- ix Manage decision-making without stress – and mentor others to do the same.
- x Deal with conflicts and complaints to de-escalate problems at the outset, so as to maintain healthy teams and give superior service to clients.
- xi Negotiate with clients and colleagues to find win-win solutions, and facilitate productive meetings.
- xii Find new approaches to dealing with challenging situations, and inner resources to deal with pressure and stress.
- xiii Give genuine appreciation and recognition to colleagues and business partners, to foster trust and well-being.

## Programme Summary

### MONDAY

**Afternoon** A personal look at how and what we need to learn.

**Evening** Participants share work and life experience over dinner.

### TUESDAY

**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 actions and communication are 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.

### WEDNESDAY

**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 collaborative.

**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** With a specialist in voice-work, this workshop takes a light-hearted but educative look at how we use our voice as a means of increasing confidence, depth and authority.

### THURSDAY

**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.

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

### FRIDAY

**Morning** We increase our awareness of how to facilitate efficient meetings, as well as how to give genuine recognition and appreciative feedback.

### Information

The course runs from Monday afternoon (2 o'clock) to Friday morning (12 o'clock), and takes place at our delightful venue backing onto 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.

### 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

**Life**  
At Work

#### For further details:

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