

HEAR and BE HEARD – THE HEART OF DIALOGUE

Skills and Habits of Mind for Managing Interpersonal Effectiveness,
Confident Communication and Constructive Relationships

BUSINESS/ORGANISATIONAL CHALLENGE

The quality of whatever is done or attempted amongst people in organisations and with their clients depends, eventually, on the quality of individuals' interpersonal communication, relationships-building and attitude-management practices.

Normally, we can get by with the relatively unrefined interpersonal communication practices we grew up with. Although they are habits we tend not to think about, often of doubtful quality and based on untested assumptions, there is frequently tolerance for mistakes, improvisation, casual imprecision or awkwardness.

The trick is, best practices are most called for when communication is most difficult and relationships most at risk: when tolerance is low or non-existent, feelings are intense, differences acute, people stressed and the consequences of misunderstanding or failure most severe. Then, we are seriously challenged if our ordinary habits are not equal to the task. Techniques held in reserve for those times lie beyond reach because we are not skilled in them. ("Skill" means "ability arising from practice" or "habituated ability".) Relationships become strained, problems become complex, conflicts exacerbate, and potential for collaboration and cooperation are put unnecessarily at risk.

TARGET GROUP

Supervisors, leaders and managers at all levels of responsibility find this programme provides vitally important reference-points, techniques and a personal roadmap for continuous improvement, whatever their current levels of interpersonal competence.

LEARNING OUTCOMES

- Speak so that others can easily listen to and understand your needs, views, concerns or problems.
- Listen so that others experience their needs, views, concerns or problems as heard and understood.
- Increase your sensitivity to others' needs while respecting your own.
- Establish and hold boundaries with other people wherever necessary.
- Get to the root causes of problems.
- Observe and monitor the interpersonal communication process while you are engaged in it, to enable constructive choices about your own response mode and the most appropriate skills.
- Deal with and negotiate around differences or conflict fairly and respectfully.
- Respond constructively to others' distress, problems, criticism or hostility.
- Enhance your capacity for interacting cooperatively and reducing the level and incidence of destructive conflict.
- Apply these generic *people-skills* to leading, managing, supervising, coaching others' performance and giving constructive performance feedback.

PROGRAMME STRUCTURE & FEES

Four and a half days (36 hours) over three weeks: 14 October 2008 (1pm – 5pm), 15, 16, 29 and 30 October 2008 (8:30am – 5pm) at Christchurch, New Zealand. **Early bird fee:** (available to 1 August): \$1,827. **Full fee:** \$2,243.25. **Fees include:** GST, meals and refreshments, comprehensive guidebook, workbook and planning guide.

PROGRAMME FACILITATOR

Tom Watkins designed and wrote the programme, which is based on his MANAGING EFFECTIVE RELATIONSHIPS training used by corporate and community clients since 1982 to develop best practices in working relationships.

FOR FULL PROGRAMME DESCRIPTOR & ENROLMENT DETAILS

Email office@encouragemententors.com with "Hear and Be Heard Enquiry" in the subject-line