

Collaborative Communication Techniques

(Code: CCT)

Evolution-U Language & Communication Business Suite

One Day Format - Advanced



The Evolution-U Language & Communication Business Suite offers customisation of content flow using existing modules across our complete offering of engaging soft skills trainings, providing usable tools for measurable performance gains praised by our clients

Course Outline

This one day training provides a comprehensive set off communication tools for increasing collaboration with both internal stakeholders and external counter parties. In situations where interpersonal dealings are challenging, collaborative communication techniques can be adopted to promote a 'one-team' mindset, where team interests are recognised as being aligned, and joint business success is seen as the goal.

Such situations are common where departmental silos, differing priorities and personality clashes result in losses in efficiency and productivity to the cost of the organisation. The techniques introduced in this training are based on leading research from top academics and practitioners in the fields of communication theory. The delivery is business focused requiring participants to fully engage and apply the principles taught to real life situations.

Learning Objectives

By taking this course, participants will;

- develop a communication structure that promotes collaboration and open flow of information, including situations where high stakes outcomes, business critical content, emotional content, conflicting non-verbal indicators, and judgement and bias are or risk being present;
- learn the 'Triple-C Model' to help avoid conflict, promote understanding, and generate acceptance;
- recognise the 5 dimensions of critical communications and techniques to avoid these progressing to full blown conflict;
- learn a 4-step process to make it 'safe' to bring up sensitive or disagreeable material, gather information, promote collaboration and influence the outcome;
- participate in multiple case studies, role plays and breakout sessions to discuss, apply and debate the principles introduced.

Course delivery consists of trainer led presentation with video support, group breakouts, exercises and case studies. Open class discussion is encouraged to allow participants to learn from experience and best practise of others.

Course Content

Case Study: The Target Focused Performer

The training starts with a case study to give a scenario and context for the theory that will be taught during the day. A general discussion on how to address the challenges posed in the case study and common challenges that impede collective teamwork and a "One-Team" mindset form a foundation of reference points against which the theory for the remainder of the training will be tested.

The Communication Continuum

Using the power of visual stimuli, the communication continuum gives participants an conceptual framework with a strong visual component that is used as a reference throughout the training to assess one's position in any communication, and over which the theory of the Triple-C Model is built.

The Triple-C Model

The root cause of many failures to collaborate lie in how people behave when they enter a communication which has any of the following five dimensions present; different opinions, different perspectives, misunderstandings, high stakes and/or emotional content. Despite the importance of dealing with such critical communications, we often back away from them because we fear we'll make matters worse, and collaboration suffers as a consequence. Research shows that strong relationships, careers and organizations, all

draw from the same source of power; the ability to talk openly about high-stake, emotional topics. In this session, the Triple-C Model is introduced and sets the framework for the remainder of the training.

Managing Information Flow

The process of building mutual understanding via the sharing of information is a crucial concept in the process of building collaboration. Each of us enters dialogue with our hand of cards; our view, opinions, feelings and experiences which comprise our 'mental set'. This mental set forms a filter through which we run interactions. It not only informs us, but influences our every action. As others enter the conversation, different mental sets may collide. This section discussed how the skilled at dialogue make it safe to share information and build mutual understanding so that we can make better decisions.

Storyboarding & Leveraging our Emotions

When we observe an action, we add meaning to it; we make immediate and unconscious assumptions at the underlying motive driving the behaviour. In effect, we tell ourselves a story about the observation and in turn we then respond with an emotion. This intermediate step between what others do and how we feel is why, when faced with the exact same situation, ten people may have ten different emotional responses. Using this understanding, a methodology is taught for understanding the stories we tell ourselves and how we arrive at our behaviours. If we can find a way to control the stories we tell, we can master our emotions and, thereby collaborate effectively. Class exercises and case studies are used to build the theory in this session.

How to Hold Difficult and Sensitive Conversations

This section introduces a 4-step framework for how to speak our minds without making people defensive, pushing too hard, backing off too soon, or regretting that we spoke. The framework promotes openness and trust, allowing us to be persuasive without being abrasive and promote collaboration. Strong communicators realise the only limit to how strongly they can express their opinion is their willingness to be equally vigorous in encouraging others to challenge it, and by inviting discussion deeper understanding and relationships are formed. This section uses extensive video support and video based exercises to help participant develop the skills necessary to use the six-step structure for discussing sensitive topics.

Role Plays: Applying the Triple-C Model

Participants are coached in three different role play scenarios as initiator, respondent and coach during which they learn to apply the tools taught during the training.

Who Should Take This Course

Business Owners, Management, Sales, PR & Marketing Executives, Human Resources Executives, any and all Customer-facing Staff, anyone dealing with Sales, Negotiation or Mediation, or needing to influence or persuade people on a regular basis will benefit for learning and mastering the techniques introduced in these courses, with immediate results.

This training course is fully certified by Evolution-U.

For more information & reservations please contact Jessica
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Sales Effectiveness • Building Trust • Negotiation Theory • Diversity & Inclusion
Persuasion Psychology • Personality Profiling • Leadership • Teambuilding • Personal Empowerment