



EMPOWERING OTHERS FOR SUCCESS!

HOW LEADERS BECOME TEAM MATES

OVERVIEW

The workshop is designed for those who work in support positions. Participants will improve their communication, personal management, and collaboration skills, as well as learn how to make a good first impression, set the right expectations, and drive performance through effective teamwork.

COURSE OBJECTIVES:

By the end of this training course participants will be able to:

- ✓ Improve the critical communication skills of listening, asking questions and being aware of nonverbal messages
- ✓ Properly manage and set expectations of colleagues and team members and communicate assertively
- ✓ Effectively work with co-workers and adapt their communication style and manage their behavior for more productive work relationships.
- ✓ Map out their internal network of passing work to and from colleagues and how to improve performance efficiency through their internal work network



TARGET AUDIENCE

Business professionals and team members of all levels, back office support teams, and front line support teams

COURSE OUTLINE

MODULE 1: COMMUNICATE CLEARLY AND CONFIDENTLY

- Importance of clear communication - How well do you communicate?
- The five basic principles of communication
- Focus on behavior not personality
- Be specific
- Use the power of questions
- Listen actively
- Communicate Assertively

MODULE 2: WORKING BETTER TOGETHER

- Importance of working as a team
- Internal customers are customers too.
Managing internal customer's expectations.
- Understanding Internal customers behavioral styles
- The four major behavioral styles and flexing your style
- Mapping your internal network
- Giving the message of 'I Care' when passing work

Duration: 1 Day



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