

COMMUNICATION MASTERY

21st – 22nd September 2010



Here at Kaizen we are really excited to offer you a brand new workshop.

- ✘ Do you ever feel like you aren't being heard?
- ✘ Or that your message is being misread?
- ✘ Or that you're putting in hours of preparation and still not seeing the results you want?
- ✘ Do you sometimes wish you had a magic wand you could wave and your people would start listening properly?
- ✘ Do you ever stop and wonder what are mistakes, misunderstandings, missed opportunities and 'office politics' are costing you every day?



If only there were some simple techniques you could learn that would enable you to communicate clearly, confidently and concisely and everyone would 'get it'!

It turns out there are such techniques and they're easy to learn!

COMMUNICATION MASTERY will give you the tools to turn around those difficult meetings, to handle those 'difficult' team members, to present with confidence and flair, to put together compelling talks, to take control of the impact your written communication has, to understand how you come across and give you insight on how to do it differently – and to have fun while doing so!

According to research*:

'Good communication connects employee performance to the bottom line'.

And that:

'Effective employee communication is a leading indicator of financial performance and a driver of employee engagement'.

Companies with good communication skills showed 47% higher returns to shareholders over those that don't.

(* Watson Wyatt 2010)

COMMUNICATION MASTERY will not only improve your work environment (though it will do that). It will not only give you what you need to be a world class communicator (though it will do that too). It will have a direct impact on your bottom line.

**COMMUNICATION SKILLS
UNLEASHED**

Two days of unparalleled learning
Only £697 + VAT

Phone: 01923 291618 or Email: Centre@Kaizen-Training.com

1000 leaders can't all be wrong!

During the last two years Kaizen Training have run a Communication Skills workshop for nearly 1000 managers, team leaders and senior leaders. We received incredibly positive feedback with many emails telling exciting stories of success (for example, after the last workshop all participants rated it 10/10 except one who gave it 11/10!)

"This is the best workshop I've attended in all my years in business – and I've attended a lot!"

22 years of
experience
combined with
the very latest
knowledge and
techniques

Although we have run Communication Skills workshops for many organisations **this is the first time we've made it available as an Open Workshop**. Here is your opportunity to experience it for yourself.

This unique workshop offers a range of **practical solutions** to the communication challenges we all face. All aspects of communication will be covered:

- one-to-one informal chats that achieve more than any formal meeting
- presenting before a large group with confidence and clarity
- handling tough conversations that resolve issues rather than create them
- writing emails & memos that say just what you want them to say.

1-to-1

- **5 easy steps to effective meetings** – what to do and what not to do
- **Tough talking** – how to have those hard conversations while maintaining the relationship
- **Deeper listening** – how to hear what the other person is really saying

Working with teams

- **Structuring team meetings** so that all involved feel inspired
- **Handling hecklers** – how to deal with those who don't want to engage
- **The Kaizen model** for creating the emotional state you want in the team
- **'Hidden Communication'** – a model for how to reach everyone in the group simultaneously



Talking to larger groups

- **7 skills to transform your talk**
- **The art of story-telling**
- **Escaping passionless PowerPoint**
- **Learning the skill of presence**

Also:

- A look at how to communicate in writing including 'The four rules for escaping email hell'
- Opportunity for personal coaching
- Optional masterclasses in the evening
- A comprehensive manual supporting all aspects covered
- Enrolment into an online group to share experience and ask for help

Bonus for this first workshop:

A free signed copy of 'Knowing You, Knowing them – Understanding and motivating at work' a book all about hidden communication, its impact and its use.

Investment:

Just **£697 + VAT**.

Just think of the money you're going to be saving every week by avoiding mistakes and misunderstandings. And just think of the money you're going to be making through winning the hearts and minds of those you work for and with as you share your ideas with clarity and confidence.

Book your place now:

The workshop is limited to the first 16 people who apply.

Book yourself on now:

Margaret at Centre@Kaizen-training.com,

Or call 01923 291618

Just a few of our satisfied customers ...



... don't miss out on what they've got!

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