



# CONNECT

## Beyond Technical

### DESCRIPTION

This highly experiential (learn by doing) practical course is based on solid research that looks at how you can significantly improve internal (eg. sales) and external (eg. customer) outcomes by adjusting the way you plan communications and engage with individuals.

### OUTCOMES

- Understand your own thinking and communication preferences
- Recognize thinking and communication preferences of others and adjust appropriately
- Use a whole brain model to handle difficult customer situations, optimize written communication such as email
- Build stronger relationships quicker with customers and those you work with
- Plan discovery meetings that position you as a 'Trusted Advisor'
- Prioritize customer issues by understanding their potential impact to the customer
- Actively listen
- Receive personal feedback and coaching on your questioning technique
- Plan and deliver convincing responses in half the time
- Learn how to use body language and voice to improve perceived levels of confidence, conviction and comfort even in stressful situations
- Receive personal feedback and coaching on the way you deliver messages face to face and on the phone
- Be more convincing

### KEY AREAS

- Understanding yourself and others
- HBDI™ profile debrief and coaching
- 'Whole Brain' model
- Meeting structure
- Discovery and questioning skills
- Structuring communications and presentations
- Personal delivery skills and coaching

### METHOD

Instructor led, highly experiential (learn by doing) program using video, discussion, role-plays, presentations and communication exercises

### COURSE DURATION

3 days

