

IN PERSON · NINETY MINUTES

## 10+1 Tips for Better Conversations

Consider how much time you spend having conversations in an average work week. Are you confident that all your communication is productive and strengthens your relationships? If you would like to ensure you spend less time clarifying messages and more time getting work done, this speaker session is for you.

Busy professionals need learning that fits into a busy workday. This 10+1 speaker session provides 11 tips you can apply right away in one-to-one and small-group conversations.

### Who should attend

This speaker session is for people who need to be purposeful, focused, and succinct in their day-to-day conversations. It is also a useful course for intact work teams. We can support up to 100 participants.

### You learn tips to

1. Establish a clear purpose to keep you focused
2. Use an engaging opening
3. Get to the point quickly
4. Provide the information your listener(s) want(s)
5. Use an authentic style to gain trust
6. Choose your approach—Know when to be direct and when to be collaborative
7. Encourage two-way communication
8. Listen actively
9. Respond to questions
10. Flex how you communicate based on the style of the person you're talking with

#### Plus one

11. End your conversations courteously

## What to expect

This speaker session is fast-paced and interactive. Learn our best tips and have fun at the same time. You also receive a tip sheet for future reference.