



## BUSINESS & PROFESSIONAL PROGRAMS

### **WorkTalk: What to Say in Difficult Work Situations**

A complete course in workplace communications – how to make a great first impression, use voice and speaking techniques to sound authoritative, write clear e-mail and business documents, listening techniques, handling complaints confidently, saying no, giving effective feedback, being assertive to confront problems, how to make meetings more productive and satisfying. Complete workbook included. Have in mind a problem you are facing right now – at work, with a neighbor, with a family member, with a company – and be ready to tackle it in class.

#### **Who Should Take This Course?**

Managers, CEOs, supervisors, project leaders, administrators, directors, and anyone who wishes to improve all phases of written and spoken communication and handle difficult workplace problems.

#### **Course Objectives**

- Make a memorable first impression with customers, interviewers.
- Use your voice to sound decisive, authoritative and confident.
- Write and respond to e-mail, including angry e-mail.
- Listen deeply, handle complaints, and say no.
- Be assertive and confront any problem with a powerful 4-step process.
- Motivate and give feedback.
- Run and participate in meetings that are productive and satisfying.

#### **Course Details**

- Length: 6 hours
- Format: Interactive class, with voice, speaking, pronunciation, and writing exercises.
- Class size: Maximum 20 Students
- Prerequisites: None

## **Course Contents**

### **Make a great first impression and sound fantastic**

- a. How to manage the subtleties of face-to-face interactions: dress, face, eyes, handshake, words to say to make a memorable first impression.
- b. How to use your voice as well as broadcasters to introduce yourself and say your name, make small talk, carry on conversations, and sound authoritative.

### **Write e-mail that people respond to.**

- a. How to apply three radical tips for writing outstanding e-mail.
- b. How to respond to angry e-mail in person and in writing.
- c. How to avoid common mistakes in writing and use professional writer's tips.
- d. How to motivate people to do what you request.

### **Listen well and without resistance to those you disagree with.**

- a. How to understand what listening is and isn't.
- b. How to show you are listening by applying the "Rainbow Policy."
- c. How to formulate questionnaires so that people respond honestly.

### **Handle complaints, say NO, and be assertive.**

- a. How to respond to complaints with four "F" words.
- b. How to apologize in a way that involves the other person.
- c. How to say "No" in three different ways when you have to.
- d. How to apply the 4-step DESC method to confront any problem assertively.

### **Motivate and give feedback.**

- a. What is motivation and can one person motivate another?
- b. How to apply psychology to interactions to get people to comply.
- c. How to give praise in a non-embarrassing way.
- d. How to give productive, supportive workplace feedback and confront problems.

**Manage and participate in great meetings.**

- a. How to build meetings around questions.
- b. How to create an agenda using questions, not topics, to be truly productive.
- c. How to do better problem solving and brainstorming in meetings.
- d. How to make all meetings something that attendees look forward to.