

Communication Agility for Leaders

Description

Do you want to communicate more clearly so that you're better understood and your colleagues, staff, boss and/or patients feel heard and understood by you?

We each have different thinking styles that affect the ways we navigate our lives and see the world. There's a natural tension between people with differing thinking styles that often causes misunderstanding, strife and hurt feelings. When we're aware of this natural tension, however, magic can happen that boosts our ability to understand where communication has broken down, interpret it more accurately and bridge trust with the people we collaborate with most.

Join us for an enlightening workshop where you'll learn **why** people do what they do and what **you need** to prevent and transform tension, conflict and resistance to change – and cultivate open, trusting interactions.

This program is a subset of Human-Centric Leading.

Who Should Attend

Leaders and change-makers who want:

1. Increased trust with their bosses, colleagues, staff and patients.
2. New ways to handle frustrating communication tension and conflict with people at work.
3. To reinforce positive interactions and conversations at work that generate flow.

Goals

1. Improve workplace communication.
2. To cultivate open and trusting relationships based on each person's thinking styles that speed up problem-solving.
3. Access a practical and insightful strategy to decode, prevent and transform conflict, miscommunication and resistance to change.

Key Outcomes

One: You'll become more **self-aware** of your thinking style so that you know what you need to be understood and how that affects your communication with others.

Two: You'll learn how to **adapt your leadership style** (whether you lead yourself and/or others) to the specific needs of each person at work.

Three: You'll gain insight into the **dynamics of your team or group** which will explain any existing rifts, help you prevent tension and smooth out recurring miscommunication or conflict. It will also help you intensify any exist interactions that are constructive and enjoyable to spread positive ways of being.

Four: You'll have better communications skills to **listen more deeply** so that everyone you interact with feels heard, respected, understood and therefore, more safe at work amidst a cacophonous and uncertain world.

Fee

\$199 per person that includes an individual report on thinking styles

The fee is the same when delivered in-person or virtually

Contact

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Workshop Approach

In this engaging and interactive 3-hour session – *that will fly by* – we'll discuss inter-personal dynamics in a novel way. You'll receive a map that describes three thinking styles and **why** people do what they do. Such a map explains much about your experience as a leader: the ways you relate to people and why they react toward you the ways they do. With that insight, you'll better understand your own communication needs, as well as each person's – and how to adjust the ways you speak and listen to better nurture clear connection and communication. As a result, you'll become more self-determined, credible, influential and impactful at work.

After you register and before the workshop, you'll receive a link via email to take a 4-min survey on thinking styles. A report will be produced that you can save and bring to the workshop (if you don't save it, you lose it as the system doesn't maintain your data). The insight on the report will help you (1) become aware of your own way of seeing the world and how it align or clashes with your workplace culture and (2) start to reflect on the thinking styles of each of your important relationships at work to explain why one might be smoother than the other – and what to do to about it.

Workshop Agenda

During the workshop, we will follow a simple agenda to guide our use of time; the hours might change and can be delivered in 3, 1-hour weekly meetings, as well:

Time	Style of Interaction	Topic
6pm	Interactive discussion	Set the stage for the program and discuss the results of the thinking styles highlighting the key points they reveal
6:30pm	Interactive exercises	Practice communicating in ways that apply the thinking style to 1-2 common challenges that come up at work
7:30pm	Break	
7:45pm	Interactive exercises	Decode 1-2 of your specific workplace challenges in small groups
8:15pm	Interactive discussion	Identify the key learning from each small group with added insight when discussed as a large group
8:55pm		Summarize the learning and emphasize the key points
9pm	Workshop is finished	

Workshop Facilitator Bio



The program is designed and led by Eleni Pallas. Eleni coaches organizational leaders and team players. She has an MBA from GWU and coaching certification from the ICF (PCC level) with 30 years of global leadership experience. While coaching and teaching executives at UC Berkeley, Eleni developed an antidote to recurring workplace problems called Human-Centric Leading. It's a way to transform process-centric workplaces that generate burnout to human-centric workplaces where people come first and can do great work from their best selves. She coaches, teaches, writes and speaks about practical ways to reclaim our humanity in the workplace. All of her programs are based on Human-Centric Leading and promote the

masterful ability to respond deliberately to people and situations (vs react habitually) to amplify your sense of control, contribution and impact.