

# The Power of Engagement<sup>®</sup>

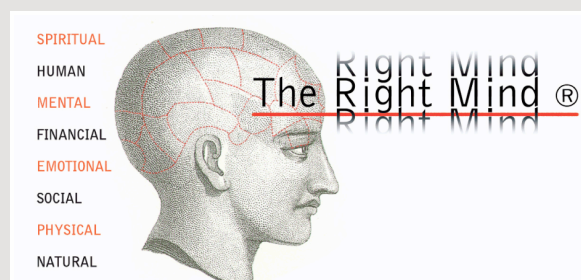
Mastering the art of **crucial conversations** to improve business outcomes and personal effectiveness



ENGAGE AT A DEEPER LEVEL

GAIN AN INSIGHTFUL UNDERSTANDING OF THE DRIVERS OF DIFFERING COMMUNICATION STYLES

LEARN THE "ART" OF HAVING CRUCIAL CONVERSATIONS



**COMMUNICATION IS ESSENTIAL TO EVERY ASPECT OF OUR LIVES, YET SO MANY OF US DO NOT DO IT WELL: WE DO NOT ENGAGE, WE DO NOT LISTEN AND FREQUENTLY WE DO NOT UNDERSTAND.**

THE CORE COMPONENTS OF THE POWER OF ENGAGEMENT®:

MASTERING THE ART OF EFFECTIVE COMMUNICATION.

RECOGNISING THE IMPORTANCE OF QUESTIONING.

BUILDING A TOOLKIT TO MANAGE CRUCIAL CONVERSATIONS.

ESTABLISHING CLEAR PROCEDURES FOR EFFECTIVE FOLLOW-THROUGH.

**RESEARCH SHOWS THAT 95% OF PEOPLE WASTE TIME AND RESOURCES AVOIDING CONFLICT BECAUSE THEY LACK THE SKILLS TO RESOLVE PROBLEMS EFFECTIVELY.**

Vital Smarts Team

## ABOUT THE PROGRAM

The Power of Engagement® is our most sought after and successful program. Regardless of business type or occupation, people find value in the common sense approach and practical application of the principles and tools presented during the workshop. The program is delivered as public workshops and in-house across Australia.

It is particularly relevant to organisations and individuals who wish to improve the effectiveness of their leadership in the delivery of non-abrasive communication without losing the power of a message.

## THE SKILLS YOU WILL TAKE AWAY FROM THIS PROGRAM ARE:

### PERSONAL

- Improved listening capability
- Asking quality questions and effectively responding
- Planning the conversation
- Controlling the process
- Delivering value-based correction

### INTERPERSONAL

- Managing high emotional states: yours and theirs
- Controlling the process through "pacing and leading"
- Use of behavioural styles
- Influencing others through their values
- Build rapport to enrich relationships

### ORGANISATIONALLY

- Creating safety in communications
- Owning the solution
- Generating true belief in leaders
- Creating the "big picture" together
- Apply a strategic framework for successful engagement
- Identify and build upon existing agreement

## A FRAMEWORK FOR SUCCESS

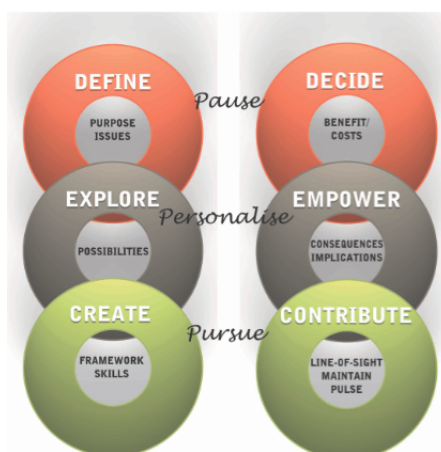
The Power of Engagement® gives participants a framework to rapidly assess what beliefs and attitudes are at play in their own or others heads and the skills to select the appropriate tool/s to use in managing that belief or attitude.

### Phase 1: Coming to grips with the issue or problem

- **Define the problem.** Far too often we get locked in only defining the problem or issue from our own perspective and are “blindsided” to the story behind the actions of the other party.
- **Explore the options and consequences of a go/no go situation.** By genuinely exploring all possible options, which are available to each of the parties, desired outcomes are more likely achieved.
- **Creating the environment to succeed.** Effective engagement requires the creation of an environment of desire rather than one of fear or apathy.

### Phase 2: Deciding and implementing the plan

- **Deciding if the change is achievable and/or worthwhile.** Far too often we create change programs that fail: fail for reasons of timing, resources, or will.
- **Empowerment has to be genuine and aligned with values.** However, empowerment also means accepting the consequences for not following through on what was agreed to.
- **Contribute to the ongoing success of the plan.** As leaders we cannot simply step off into the sunset and expect our empowered team to deliver outcomes unmanaged and unaccountable. Line of Sight Management is usually poorly implemented.



## LEARNING OUTCOMES

### You will learn:

- **The physiological & psychological drivers of communication.** Learn the importance of the “trigger” – response mechanism in your communication. Learn how your emotions impact on the process and how you can deal with them. Learn to pay attention to the verbal and non-verbal messages you are giving and receiving.
- **To build lasting relationships.** Understand the importance of maintaining relationships while managing content and process. You will learn to maintain productive relationships based on mutual needs.
- **To deeply engage when communicating.** You will be able to establish and maintain rapport throughout a challenging engagement, listen, respond and ask questions, and utilise a range of agreement generating skills.
- **To frame questions.** Understand how different ways of questioning improve the power of your conversations. Learn the subtle differences between engaging and disengaging styles.
- **To improve your listening skills.** Understand the differing styles of listening and how you can manage your own behaviours and thus your ability to listen effectively.
- **To structure a fail-proof follow through system.** Very few programs provide a structured approach that includes monitoring the “soft” factors in effective engagement such as beliefs and attitudes. Even fewer demonstrate what tools to apply to manage these soft factors.
- **To implement values-based correction.** Learn the four rules that reduce the stress and anxiety in addressing misdemeanours.
- **How to confront power.** How you confront problems, will determine whether they will use their power for you or against you.
- **To recognise and manage Silence versus Violence.** Either one of these paths are triggers for people beginning to feel unsafe. Learn how to recognise and get back to safety.

## WHAT OTHERS SAY.....

"Great review of the elements of a discussion that take place without you being aware." Jason Jones, Vanderfield Pty Ltd., Toowoomba.

"Great program, very thought provoking and great motivation for the future." Barry Murphy, General Manager, Challenge Disability Services, Tamworth.

"I would recommend it to anyone on a business or personal level. I really got a lot out of it. Thank you David." Ray McGuckin, AMPS Agribusiness, Tamworth.

"I found this course, extensive and extremely interesting. The principles, tools and framework if applied correctly and effectively will be extremely value adding to my workplace and personal life." Dominic Bassi, Supply Chain Manager, Golden Circle Ltd, Brisbane.

"A fantastic program to get people started and to help reinforce some points already learnt." Angus Woods, Woodsgrain, Goondiwindi.

"The relevance, quality and value of the material presented was first class. Now comes the hard bit." Andrew Burgess, General Manager, Boundary Bend Limited, Lara.

"This engagement training really identifies a powerful set of tools to address personal and professional strategies to engage all parts of life." Craig Choice, Pioneer Seeds, Toowoomba.

"Great Course. It gets you thinking about how you say things that may cause a response. How you respond can influence these responses. It makes you stop before you speak." Evan Brown, Simplot, Melbourne.

"Very worthwhile, if anyone is working with people they need to do it. Also works well for relationships and partners." Russell Richter, General Manager, Heytesbury Pastoral Co., Katherine.

"The program was thorough and well presented, very masterful in the ways people interact, converse and negotiate. I think I am yet to realise the benefit of this course." Rohan Kile, Glaxo Smith Kline, LaTrobe.

"Excellent content. Strategies and powerful processes to utilise at home and in the workplace." Robyn Francis, HR Manager, Perfection Fresh (Aust) Pty Ltd. Sydney.

"Just do it!. Another stepping stone to meaningful relationships, including staff." Ruth Jones, Somerby Pastoral Co., Comet.

"One of the best researched and presented self improvement courses I have ever attended. And there have been many". Brian McDonough, NSW Rural Fire Service Association, Sydney.

"A very good interesting course that changes the way you think about the way you talk & present. Challenges the way you look at yourself, now I must implement what I've been taught. Excellent." Peter Wadewitz, General Manager, Peats Soil & Garden Supplies, Adelaide.

"The course is of value to anyone who has to deal with people regularly. It gives practical, straight forward and common sense tools and methods for more effective interactions." Ian McLean, NT Cattleman's Association, Alice Springs.

### IF YOU'D LIKE TO IMPROVE HOW YOU:

- **MANAGE HIGHLY EMOTIONAL SITUATIONS**
- **HAVE CRUCIAL CONVERSATIONS**
- **COMMUNICATE EFFECTIVELY WITH DIFFERENT TYPES OF PEOPLE**
- **ENSURE YOU ARE HEARD ACCURATELY**
- **BETTER MANAGE PEOPLE AND THEIR PERFORMANCE**

Then **The Power of Engagement®** program will assist you achieve this and more!

### FURTHER INFORMATION

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