



Bespoke communication skills practice for a virtual environment

Recent social and work experiences have provoked a range of different reactions within people at all levels. Many have found themselves working in a very different way for which they were perhaps unprepared. For some, working remotely has created *uncertainty, anxiety, isolation* and *increased workloads*. Whilst many people have adapted well to these changes, it remains important to learn, practice and hone new ways of communicating and influencing in this new virtual environment.

At D4S we are aware that each individual will have different needs and different skills they will want to focus on. This three-part programme is designed to be completely tailored for each person and their unique circumstances.

Part 1 – Diagnostic (90 mins)

In this session objectives will be established, goals set and a personal contract established. There will also be an opportunity to explore the skills areas available for the second part of the programme. There is an extra option to take the *Facet 5* psychometric profile which will provide insights into behavioural preferences and working styles. The *Facet 5* profile will be debriefed during this session.

Part 2 – Elective (120-180 mins)

These four skill sets are offered in any combination relevant for the participant:

- *Presence* – understanding what presence is, how to develop it through posture, movement and tone and how to exhibit it in a virtual setting.
- *Storytelling and presentation skills* – understand how to create succinct and compelling stories to enhance any form of communication including presentations.
- *Questioning skills, influencing skills and attentive listening* – understand how to better use questions and listen more accurately to understand, build rapport and become more influential and so overcome some of the psychological distancing that can be a consequence of remote working.
- *Being in the moment* – understand how to maintain confidence, professional credibility and fluency under pressure, especially when physical and vocal cues can be cut to a minimum in a virtual setting.

Part 3 – Review and sustain (90 mins)

This final part of the programme gives space for reflection and commitment to further practice in a structured way:

- *What have you put into practice?*
- *What has worked?*
- *What hasn't worked as well and why?*
- *What would you like to practice again in this session?*
- *What are your development headlines for the future?*

For more information, send an email to info@designed4success.co.uk or call us on +44 (131) 357 0369