

FACE TO FACE LEADERSHIP

Communicating Confidently – Assertiveness, Influencing and Negotiating Skills



www.ralphlewis.co.uk

Introduction

Many organisations suffer from silo mentality – lack of co-operation, inter-departmental feuding and lack of good information flow that results in ineffective and damaging business performance. This is usually especially true when culture change programmes or mergers are underway – the silos block the expected benefits.

However some companies get it right. They invest in communication and collaboration and create a true “one company” mentality that leads to exceptional business success. So what is the secret of their success? It’s simply enabling managers and all employees to have the confidence and the skills to communicate and challenge each other – to have the difficult and the easy conversations with each other.

The face-to-face solution for leaders

Insight: the ability to **make judgments** about 'what is really going on'; to **read people** and so decide how to balance the first two qualities; to have **frameworks and tools** that help you.

Energy: Everyone has this, but many of us don't bring enough of it into the world. It brings the **conviction to act authentically** with others and to **make an impact** on every situation.

Clarity: The ability to **make a point clearly and unambiguously** (and to have the courage to do so).

Empathy: The ability to **connect with another human being**, to understand their point of view and to gain their trust.

Who needs this?

Senior leaders who need to walk the talk in working across boundaries and demonstrating the best way for new, collaborative ways of working with others are the most crucial for success.

The Benefits

Collaboration, creativity, communications, challenge, meaningful conversations and confidence leading to high staff engagement and performance

The Programme

Built around the realities of your organisation, Face-to-Face Leadership comprises one-to-one coaching, an impact-based feedback diagnostic and a 3-day group workshop for individuals in significant leadership positions within your organisation. The programme will build on what people have already so and help them refine and use these skills wholeheartedly.

The programme will enable participants:

1. To master the skills of leading people in terms of face to face interaction
2. To apply these skills in everyday leadership at work for business performance
3. To enjoy these interactions and continue to develop and calibrate these skills
4. To work collaboratively, network and develop innovative solutions to business issues – working without boundaries

Part One – Mastering Core Skills

Through a number of exercises and interactions participants will develop their skills and awareness in terms of the elements already mentioned – insight, energy, clarity and empathy – the ability to do and say the best thing to others both in building relationships and getting business performance.

Part Two – Putting it together

Participants will focus on specific applications. These will include:

- Personal impact, confidence and influencing
- Negotiating and assertiveness skills
- Networking skills
- Meeting skills – including problem solving
- Coaching for performance

Part Three – Mastering the Mix

Specific application tailored to the individual needs of the participants – managing mergers (departments, teams or companies), culture change, getting better business performance, managing difficult individuals – whatever is needed.

Our Team

Between us our core team has transformed the face-to-face style of well over 10,000 leaders in over 100 organisations. We do it simply and we do it effectively.

We provide a combination of:

- *Coaching facilitators* who are experts in behavioural change and experiential learning, to draw out participants' optimum performance;
- *In-role facilitators* with a combination of theatrical and business experience, who bring scenarios to life and offer guidance on personal impact.