Arabian Institute For Training

Facilitating Change Through Effective Communications

INTRODUCTION

- This training course will empower you with the skills and knowledge for facilitating change through effective communications.
- Organisation change is an essential reality and needs skilled leadership. This means communicating, driving, motivating and driving change and developing high performing teams.
- This training course will explore the essential skills and knowledge required for success in these vital areas. Only by developing your ideas together, as a team, can you lead people towards excellence and success. Our world-class facilitation will enable you to explore, learn and develop effective plans that are practical, robust and effective.
- The 10-day Facilitating Change Through Effective Communications training course is designed to be immersive, engaging and challenging. At the end of each day, participants will plan their next steps from their learning. A feature of this interactive training course is it will focus on the business needs of individual organisation.

Participants attending this 10-day training course will develop the following competencies:

- Building connections that allows you to influence others
- Helping your team find creative solutions to workplace challenges
- Leading successful innovation and change management
- To discover what Communication cycle really means.
- To upgrade their personal communication and presentation skills.
- To apply these learnt principles into driving change and building teams
- To be able to teach and train others, to be powerfully, effective communicators.
- To develop powerful and effective team building skills

PROGRAMME OBJECTIVES

- Understand the key drivers of change, both internal and external
- Know how to implement change initiatives effectively
- Enable your team to come to terms with change quickly and easily
- Understand the core issues of motivation and the practical steps to take for effectiveness
- Know how to build effective and high performing teams
- Know your Emotional Intelligence (E.I.) Profile and what it means for you
- Know and use the 5 core competencies of E.I
- Know and use persuasive techniques and skills to influence and persuade even more effectively
- To discover what Communication cycle really means.
- To upgrade their personal communication and presentation skills.
- To apply these learnt principles into their personal and business lives.
- To be able to teach and train others, to be powerfully, effective communicators.
- To develop powerful and effective team building skills

WHO SHOULD ATTEND?

- Senior and Department Mangers tasked with ensuring successful change management
- Managers looking to build high performance teams
- Team Leaders and Supervisors seeking to improve their change management skills and knowledge
- Professional seeking a successful change formula to ensure future sustainability

TRAINING METHODOLOGY

- Using a mix of tutor led discussions, case studies and video inputs, participants will embark on a journey of practical discovery. Participants will be challenged and engaged and there is ample scope in the course design for reflection, discussion and review. Each participant will leave with a plan of action to use on their return to work.

PROGRAMME SUMMARY

- This training course covers the essential and necessary skills to lead change initiatives and develop high performing teams. Participants will know the formulas for effective change management and outstanding results. They will be able to create powerful relationships around them to enable superior performance and enhanced results. Every participant will receive a 'road map' for their own personal success.

PROGRAM OUTLINE

Overview of Change Management

- Introductions and Objectives
- What changes have you seen and what are the implications for us as leaders?
- PESTLE Model
- What should we do and consider when implementing change?
- The Reactions to change
- The Responses to change
- The Change Curve
- The 4 Stages of Learning
- The Styles of Learning

Managing Change Effectively

- Why Change goes wrong
- The Critical Success Factors
- The Six Essentials of Change
- Identify the reasons
- Establishing the results required
- Planning and Management
- Involving Stakeholders
- Monitor and Feedback
- Structure and Support

Motivation and Communication for Results

- What is your role as a leader?
- What are the essential skills of an effective leader?
- What is motivation and why is it important?
- The X/Y Manager
- Video: 21st Century Motivation
- What can we do to build trust and collaboration with staff?
- Overcoming resistance

High Performing Teams and your Emotional Intelligence

- What is a high performing Team?
- The building Blocks of High Performance
- The Emotional Intelligence Questionnaire
- You E.I. Profile
- The 5 Core Competencies of E.I.
- Video: Empathy
- What is Persuasion? What is Influencing? What is the difference?
- Push and Pull communication

The Skills of Leading Change Effectively

- The Skills of Leading Change and High Performance
- The behaviours that get results
- Listening for Results!
- Beyond Listening
- The Ball Exercise
- Risk it!
- Action Planning

Understanding Communication Dynamics

- What does effective Communication mean?
- Discover the latest research on interpersonal relationship skills.
- Understand the 3 major levels of Communication -
- Intra- Personal (with Oneself).
- Inter-Personal (with another Individual).
- Inter-Active synergy (with a group of persons).
- Discover the power of Non-Verbal Communication.
- Four key factors that affect your Communication abilities.
- Analyze the Communication Chart.

Communication Interactive Skills

- Understand why your personal Self-Image has a great deal to do with your presentation, language, style and content.
- Study the full orbit of the Communication cycle.
- Why communication feedback is so important?
- Be introduced to the powerful I-A-D-A communication format.
- Understand the keys to successful public speaking.
- Understand the psychology of the Smile in communication.

:Communication Process and Development

- Understanding how the brain operates in the communication process.
- How to prepare and present an effective message / presentation.
- Learn how to overcome Public speaking fears.
- How to increase your ability to manage worry and stress.
- What features attract an audience?
- Learn how to analyze your audience.

Communication Impact

- Learn how to organize your presentation.
- Learn how to overcome stress and tension.
- Understand the impact of Visual communication.
- Discover how the brain is programmed for impactive retention.

Communication Empowerment

- Understanding the "People Factor" connection.
- Discover the power of illustrations and stories
- Understanding the basic psychological needs of people.
- Learn the "Golden Rule" communication interaction.
- Discover the 9 Keys to making an effective presentation.
- Apply these Communication principles into a "Plan of Action" for your life and incorporation into your Company infra - structure.

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