

2020 readiness toolkit



Think on Your Feet®

Online programme

This programme dramatically improves oral communication skills by focusing on an individual's ability to think quickly and clearly. The course includes step-by-step methods to train your mind in structured communication. The specific objectives of the programme can be set based on a deeper needs analysis.

The solution proposed – Think on Your Feet®

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The course is an intensive workshop on how to speak spontaneously with clarity, brevity and impact. Think on Your Feet® dramatically improves oral communication skills by focusing on an individual's ability to think quickly and clearly.

The course includes step-by-step methods to train your mind in structured communication. Six plans to deliver ideas persuasively, bridging techniques to handle difficult questions and support plans to add impact to oral communication.

It will offer an opportunity for you to increase self-confidence in your own communication abilities and practice persuasive answers to difficult or frequently asked questions from your internal and external clients.

Objectives

- Structure ideas briefly, clearly and persuasively

- Flesh-out ideas with memorable examples
- Handle objections positively
- Answer questions quickly and coherently, especially when under pressure
- Use 'bridging' strategies to clarify questions, defuse tense situations/potential conflicts and buy time
- Organise ideas while talking as the conversation/meeting progresses

Agenda

Drawing the main idea and how to be memorable

- Persuasion Techniques
- Structuring your ideas with clarity and brevity
- Approaching various communication situations: 1-to-1, phone calls, meetings, informal presentations, e-mails

Presenting your ideas with speed and clarity

- Using the 3 parts plan
- Using a simple and unifying structure to be better understood by your business partners
- Using structured argumentation to respond quickly to questions

Bridging techniques

- Making sense out of disconnected, fuzzy ideas
- Explaining processes step-by-step
- Handling questions – quick, clear and persuasive

- The Rule of 3
- Creating logical anchors in your interlocutor's mind
- Introduction and Recap

Using visual anchors to create your structure

- Gaining your desired impact
- Expressing multiple perspectives
- Handling a subject from various points of view
- Getting your complex message across

Linking the question and the answer

- Buying time
- Making sure you answer the right question
- Handling objections and difficult queries in a constructive manner
- Listening for clarity and impact

Broadening or narrowing your partner's perspective

- Moving with ease from detail to the big picture and vice versa
- Handling sensitive or confidential information
- Taking into account the effects of generalisation

From opposing points of view to the middle ground

- Negotiating for a win-win solution
- Handling controversial subjects
- Moving to action

Selling benefits

- Selling benefits rather than characteristics

- Pointing out the advantages for the listener
- The “So What?” test

Illustrating your ideas

- Using examples for memorability and impact
- Developing ideas by using contrast
- Explaining your ideas using the cause-effect method

Practice, conclusions and feedback

TOYF Fast Networking

Logistic details

Duration: **2-day workshop, 9:00-17:00**

Number of participants: 6-12

This programme is also available in online format.

Technology:

- Zoom – easy to use, interactive, visual; breaking rooms for group work, chat
- Mentimeter – for brainstorming and polling
- Facebook closed group for follow-up



Do you have questions about us?
Looking for solutions for your organisation?

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