



Communication Training for High Performance

*From **Blind Spots** to **Brilliant Team Communicators***

One Day In-Person Training

We are language-based beings. All business, all teams rely on effective language to accomplish their mission. The problem is that research has shown that 9 out of 10 conversations miss the mark.

Imagine what would be possible if your team members had advanced communication training.

Some of the proven outcomes of improved communication and communication skills building include:

- better interpersonal relationships
- more engagement with clients or customers
- more effective delegation and happier employees
- increased trust and confidence between employees and leaders and departments
- business impact:
 - Effective communication and communication-related skills contribute to some of an organization's most important KPIs, including profitability, productivity, and client engagement.

This highly interactive and fun training will give your team an edge to be more effective, efficient, satisfied and fulfilled, laying the groundwork for growth, innovation and contribution.

This is not your ordinary training. Janet Zaretsky brings a wealth of knowledge from her work in ontology (the science of being/interacting/responding), Conversational Intelligence® (the neuroscience of communication and interaction), and behavioral styles to create this training that permanently impacts every individual who attends.

Using a hands-on approach, Janet will give you the advantage by helping each person understand their own behavioral and preferred communication style, as well as learning to recognize the preferred communication style of other team members and other people they interact with which markedly increase their effectiveness.

Additionally, team members will be introduced to and begin learning you will learn Conversational Intelligence® including how to recognize and intervene with your automatic reactions that have you lose your effectiveness and you will learn to take the lid off your limits in both meetings and one-on-one conversations.



Why behavioral styles?

Knowing your communication style gives you personal insight into your interactions including why you get along better with some people than others, where communication breakdowns are likely to happen and what to do when they do. This information allows you to communicate your needs more effectively to others. Learning to recognize and adapt your preferred communication style to meet someone you are talking to and working with allows for marked increases in effective and efficient communication, understanding, trust and decrease in misunderstanding and conflict.

One of the greatest assets to a company is their leaders' ability to delegate effectively for two primary reasons: The leader is freed up to do higher level strategy and projects. And it develops team members skills which lead to high performance teams.

Why Conversational Intelligence®?

Conversational Intelligence® is based on Neuroscience Research, specifically the Neuroscience of Conversations. C-IQ® provides us with a deep understanding into how every conversation has an impact, and as we learn about our conversational patterns, we are able to architect, deconstruct, and shape our conversations with others one conversation at a time. Once you learn what patterns diver connectivity and trust and what drive fear and distrust, you are able to connect, navigate, and co-create with others in healthy ways. Conversational Intelligence® elevates oxytocin, the chemistry of connection and lowers cortisol, the chemistry of fear and distrust. Understanding the neuroscience of conversations and applying this wisdom inside companies transforms individuals, teams and organizations and opens up new pathways for mutual success. This science creates lasting and profound shifts in how individuals communicate and co-create and how a company shapes its culture.

Workshop Objectives

- Know yourself- learn about your behavioral and preferred communication style
- Learn about all other behavioral and preferred communication styles
- Learn how to 'people read' and recognize others behavioral and preferred communication styles
- Develop the ability to adapt your style with the styles of others that you interact with
- Interactive practices to integrate new knowledge

- Begin to learn about Conversational Intelligence® and use the tools for co-creating conversations
- Learn about how your reactions impact your effectiveness and how to intervene such that you regain your power and brilliance
- Learn how to diffuse other people's reactions and upsets

Overall developing communication skills within a team leads to less conflict, lower turnover, improved understanding, trust and confidence leading to a more engaged, creative high performing team.

Pre-Workshop

- Every participant to do a Talent Insights Assessment
 - 15-minute computer-based assessment that provides a comprehensive report which they will read before coming to the training day
- Develop a customized brief survey for employees to answer about communication

Needs for Workshop:

- Projector and screen
- Handouts and packets: I will supply

Thank you for considering this training.

Janet Zaretsky

Meet Janet Zaretsky:

Janet Zaretsky is a master professional coach, author, and speaker that helps people unleash their brilliance, confidence and visibility in the world. Janet has worked with over 32,000 people in the past 22+ years

Janet is a frequent contributor to Forbes and the author of the book; **“Where’d My Confidence Go... and How Do I Get It Back?”**. Known as The BS-to-Brilliance Master, has a gift for having you unapologetically and confidently express yourself – and succeed! – as the unique and powerful professional you are.

She is a two-time TEDX and Keynote Speaker, a corporate trainer and expert in communication and leadership, an International Coach Federation member, Enhanced Conversational Intelligence® Coach, Certified in Behavioral Style Instruments, graduate of Coach U, former senior program leader for Landmark Worldwide.

You can find more information at www.janetzaretsky.com.

