

# The Skillful Art of being “in” the Business Conversation

**Length:** One Day

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## COMMUNICATING FROM THE INSIDE OUT

- Communications cycle – how influence and impression impact others
- What you are thinking makes a difference
- Never neutral – always adding or subtracting
- Listening – more than hearing
- Voice is more than words

## COMMUNICATING FROM THE TOP DOWN

- How much does it count? Depends
- Head
- Eye contact
- Body posture
- Body contact
- Sitting
- The hand shake
- Gestures

## STAYING IN OR STARTING THE CONVERSATION

- How to start a conversation
- How to stay in the conversation and be comfortable
- Some things that probably will kill a conversation

*Outline of the day:*

## THE GREETING EXERCISE – VIDEO TAPED

- Large group greeting exercise with video taping
- Debrief from the video
- Present the effective communications cycle

## COMMUNICATING FROM THE INSIDE OUT

- Present the thought – behavior model
- Have two participants model the effect
- Have the groups of 3 participants do a short role play to make the point

## LISTENING – MORE THAN HEARING

- Short presentation on listening
- Video quiz: what did that person say
- Voice variants
- Short exercise on voice variants for the large group

*Lunch break*

## COMMUNICATING FROM THE TOP DOWN

- Short presentation on the values of voice – video – data
- Short presentation on the effects of the body in the conversation
- Reload the video from the greeting exercise
- Have a few participants demonstrate highly effective communications posture
- New groups of 3 practice the skills

## STAYING IN THE CONVERSATION

- Starting the conversation
- Keeping in the conversation
- 2-3 up front role plays with the instructor
- Groups of 3 try to stump one another in keeping a conversation alive

## SUMMARY AND HONORABLE CLOSING