



The Key to Making yourself Heard – Participating in Meetings & Tele-conferences

SUMMARY

This workshop focuses on the language and techniques for participants to confidently chair and actively participate in two of the most challenging business environments – meetings and telephone conferences.

Designed for any manager, this unique program utilizes these structures and skills so that you can get your message across and handle yourself in multi-party and/or multi-cultural discussions.

This workshop can be further customized, if required, to incorporate specific scenarios executives in your industry come across when involved in meetings and telephone-conference calls.

COURSE OBJECTIVES

The program is designed to ensure that participants can:-

- Chairing and lead meetings or tele-conferences, making sure everyone is involved;
- Communicate ideas in a logical, structured and coherent way;
- Report about status, progress or developments effectively;
- Describe visuals, charts, statistics succinctly and accurately;
- Express ideas in a persuasive and convincing manner with appropriate reasoning and argument;
- Learn voice control techniques such as emphasizing and softening a message;
- Participate more actively in meetings and telephone conferences through the use of key language structures;
- Handle questions and challenging situations; and
- Manage a meeting that achieves its goals.

METHODOLOGY

The program combines the unique formula of language and key techniques. Learning methods include:

- Language and skills practice activities
- Discussion and brainstorming activities
- Lecture
- Meeting and conference call role-plays
- Case-study scenarios
- Peer and trainer critique and feedback

FACILITATOR

Please contact your local Language Key office for details on the facilitator.

COURSE CONTENT

- Keys ingredients for successful meetings and telephone conferences;
- Planning and setting an agenda – determining the outcomes;
- Cultural awareness issues (tailored to client);
- Kicking off a meeting and conference call – introduction and setting out the agenda;
- Chairing a meeting – Signposting and handling multi-party discussions - making sure people are involved;
- Language structures for participating in meetings
 - Expressing opinions (strong, neutral & weak);
 - Agreeing and disagreeing techniques;
 - Making suggestions and recommendations;
 - Replying to suggestions and recommendations;
 - Proposing alternatives;
 - Comparing;
 - Interrupting and handling interruptions.
- Reporting on progress – sequencer markers, explaining consequences, reasoning etc;
- Use of softeners in speech – toning down your message – being diplomatic;
- Developing an argument – techniques for presenting the bigger picture and anticipating other people’s arguments and rejections;

- Sounding persuasive and convincing - emphasizing your message;
- Clarifying and questioning techniques - open, closed, probing, reflective and leading question structures;
- Dealing with questions - straightforward and difficult questions;

- Summarizing and reiterating key points;
- Closing down and developing action points;
- Group role-plays and case-studies; and
- Peer and trainer critique and feedback.

PROPOSED COURSE DURATION

Two days (16 hours)

A maximum of 12 participants is recommended for this program.