HOLD YOUR OWN

BE MORE. BE BETTER. BE INSPIRED

This programme is designed for people who want to communicate better and improve workplace relationships. If you want to be a better communicator, this comprehensive programme is for you.

LEARN YOUR WAY

HOLD YOUR OWN is delivered as a blend of assessments, one-on-one coaching, and workshops.

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Thriving at work depends on the ability to develop and maintain good relationships. Connecting to others helps to get things done, to get ahead, and bring joy to work.

MODULE 1: The Art of Communication

- The mind as a filter that influences meaning
- Communication tools and techniques
- TetraMap the four communication styles
- Communication in a variety of contexts

MODULE 2: Communicate with confidence

- The roles we play in social interactions
- Being assertive: managing your emotions and mind
- Holding your own in work contexts: meetings, with clients, difficult co-workers, with superiors

MODULE 3: Managing conflict

- Why and where conflict comes from
- The cycle of escalation – winding up and down
- Tools, skills, and techniques to de-escalate
- Problem solving, negotiating, deciding

MODULE 4: Social intelligence

- How we interpret and make sense of the world
- A framework to understand ethnic cultural differences
- Communicating to different generations and genders, and ethnicities

MODULE 5: Business & report writing

- Writing for the reader: making it easy to read, understand, and remember
- Get the basics right: grammar, editing, proofreading
- Writing reports and proposals

MODULE 6: Present with impact

- Identify the purpose and desired outcome
- Structure, resources, techniques, and language to maximise attention and be memorable
- Skills to deliver your presentation with impact

*One of the most liberating pieces of advice I was given was that everyone's opinion matters. Organisations pay you for your ideas, your difference, your diversity. So speak up. **Hold your own**.*

Binspired