

THE INFLUENTIAL CONVERSATION™

VIRTUAL
2 DAYS FOR UP TO 12



TIME IS A PRECIOUS COMMODITY. SPEND IT WISELY.

The hidden costs of ineffective meetings are staggering, considering the amount of time wasted alone — never mind the resources squandered or the corrosive impact of subpar decision making in your organization.

In the absence of these critical conversation skills, people fail to reach agreement, ideas fall short, projects come to a halt, and deals don't close, especially in today's world of virtual work.

THE INFLUENTIAL CONVERSATION™ – VIRTUAL addresses these challenges head-on. This highly interactive, two-day virtual workshop equips learners with five essential skills:

1. **ASSESS** audience pressure points
2. **FOCUS** on desired outcomes
3. **LISTEN** to understand
4. **ASK** the right questions
5. **UNCOVER** and remove obstacles

World class training with proven results

Mandel Communications has been a global leader in virtual instructor-led training design and delivery for over 10 years.

Harness the power of virtual communication to drive immediate, measurable business results:

- Foster consistency in meeting expectations
- Collaborate to win in a new world of work
- Drive better business decisions faster
- Enhance sense of inclusion and belonging
- Promote innovation across virtual teams
- Connect more deeply with clients
- Resolve problems with fewer meetings

THE SKILLS

DAY ONE

8:00-10:30 - VIRTUAL SESSION for 12

- 1. ASSESS** audience pressure points
 - Analyze what your audience cares about most
 - Identify forces that support and oppose the cause that must be addressed
- 2. FOCUS** on desired outcomes
 - Apply a simple, repeatable process to distill and organize content
 - Develop a listener-focused opening to quickly gain alignment
- 3. LISTEN** to understand
 - Balance inquiry and advocacy to ensure a collaborative outcome
 - Demonstrate alignment by linking and summarizing what's been said

11:30-5:00 SMALL GROUP PRACTICE LABS*

DAY TWO

8:00-10:30 - VIRTUAL SESSION for 12

- 4. ASK** the right questions
 - Apply questioning techniques that avoid interrogation and encourage discussion
 - Deepen learning through well-crafted follow-up questions
- 5. UNCOVER** and remove obstacles
 - Uncover any concerns that may prevent agreement and action
 - Convert tough questions into opportunities to build a better outcome
 - Mutually agree on actionable and accountable commitments

11:30-5:00 SMALL GROUP PRACTICE LABS*

*Structure of Skills Practice Labs (both days)

- 11:30-1:00** Small group A of 4 participants
- 1:30-3:00** Small group B of 4 participants
- 3:30-5:00** Small group C of 4 participants

THE DETAILS

SPECIFICATIONS

- 2-day virtual session for up to 12 (4 hours per participant day)
- Stakeholder viewpoint sets the stage
- Real-world, job-specific applications
- Engaging, interactive skills practice
- Flexible design aligns to business priorities

REINFORCEMENT & MEASUREMENT

- Two months' free access to AI-driven mobile app measures improvement
- Easy-to-use tools deliver immediate application and make training stick
- Insightful evaluation reporting provides immediate, relevant feedback

FLEXIBLE
DELIVERY
OPTIONS



SMALL
GROUPS



LIVE
VIRTUAL