

# THE INFLUENTIAL CONVERSATION™

CLASSROOM  
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 hybrid work.

**THE INFLUENTIAL CONVERSATION™** two-day classroom workshop addresses these challenges head-on. This highly interactive workshop equips participants with five critical skills for effective and influential conversations :

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 is the premier communication skills training company for global organizations that believe in the power and potential of their employees.

Harness the power of industry-leading training design and facilitation to drive immediate, measurable business results:

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

# THE SKILLS

## DAY ONE

8:30 am to 5:00 pm

CLASSROOM SESSION for up to 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

## DAY TWO

8:30 am to 5:00 pm

CLASSROOM SESSION for up to 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

# THE DETAILS

## SPECIFICATIONS

- 2-day classroom session for up to 12 (8 hours per participant day)
- Stakeholder viewpoint sets the stage
- Real-world, job-specific applications
- Video-recorded practices & coached exercises
- 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



SMALL  
GROUPS



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DELIVERY  
OPTIONS

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