

# THE INFLUENTIAL CONVERSATION™

ESSENTIALS – CLASSROOM  
1 DAY FOR UP TO 10



## 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™ ESSENTIALS** workshop addresses these challenges head-on. This highly interactive, one-day workshop equips participants with four essential skills for effective conversations:

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

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

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# THE SKILLS

8:30 AM – 5:00 PM | Live, instructor-led classroom training for up to 10 participants

- 1. ASSESS** audience pressure points
  - Analyze what the audience cares about most
- 2. FOCUS** on desired outcomes
  - Apply a simple, repeatable process to distill and organize your content
  - Develop a listener-focused opening to quickly gain agreement
- 3. LISTEN** to understand
  - Balance inquiry and advocacy to ensure a collaborative outcome
  - Use linking and summarizing to demonstrate and leverage active listening
- 4. ASK** the right questions
  - Apply questioning techniques that avoid interrogation and encourage discussion
  - Master the four types of questions
  - Deepen learning through well-crafted follow-up questions

# THE DETAILS

## SPECIFICATIONS

- 1-day classroom session for up to 10 (8 hours per participant)
- 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



LIVE  
VIRTUAL

FLEXIBLE  
DELIVERY  
OPTIONS

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