

THE INFLUENTIAL CONVERSATION[®]

ESSENTIALS – VIRTUAL
1 DAY 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 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 — VIRTUAL workshop addresses these challenges head-on. This highly interactive, one-day virtual workshop equips participants with four essential skills:

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 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

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THE SKILLS

8:00 AM – 10:30 AM | Instructor-led virtual training for all 12 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

11:30 AM – 5:00 PM | **PRACTICE LABS**
Small groups with expert Mandel Coach

SKILLS PRACTICE LAB TIMING:

- **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

- 1-day virtual session for up to 12 (4 hours per participant)
- 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



SMALL
GROUPS



LIVE
VIRTUAL

**FLEXIBLE
DELIVERY
OPTIONS**

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