Fulcrum Point

Workshop outline · Working with others

Effective Communication.

Say what you need, ask better questions, listen, and take feedback well. Participants practice the communication skills that everyday work depends on.

For

Anyone who wants to communicate better, face to face or virtually, and anyone whose results depend on working with others.

Format

One to two days. In person or live virtual.

What it is for.

Everything we do at work passes through communication: spoken or written, in a meeting room, on a call or in a chat thread. Many people still find it hard to do well.

Participants practice stating wants and needs assertively to managers, colleagues and clients, asking open-ended questions that make communication run both ways, listening actively to build rapport, and responding well to feedback. A professional business writing module of one to two days can be added, or run as a course of its own.

What you leave with.

- A process for creating open communication
- A view of your strengths and of where you can develop
- A framework for choosing the right channel for a message
- Assertive statements that let both sides get what they need
- Practice with open-ended questioning techniques
- A sound way of responding to feedback

Why it matters.

- Performance and job satisfaction both rise when people communicate well
- Active listening improves rapport and productivity
- Clear requests and well-received feedback save time for everyone

Format.

Length	One to two days
Mode	In person or live virtual
For	Anyone who wants to communicate better, face to face or virtually, and anyone whose results depend on working with others.
Method	Self-assessment tools; Short inputs from the facilitator; Group activities; Individual and peer-to-peer assignments

Your speaker.

Lorne Michael Cousins

Senior Fellow and Council Director, The Conference Board, Asia. Founder, Fulcrum Point.

Lorne Michael Cousins has spent twenty-five years inside corporate sustainability across China and the Asia-Pacific, as environmental auditor, sustainability consultant and leadership strategist. He is Senior Fellow and Council Director at The Conference Board, Asia, founder of Fulcrum Point Sustainability Consulting in Shanghai, and a Founding Member of the Sustainability Directory.

He holds an MEM from UNSW Sydney, a BA from UBC Vancouver, and Practitioner status with IEMA. Accredited Advisor, Future-Fit Business Benchmark.

fulcrumpoint.co