**Messaging and Influencing with Clarity**

Much of your success in life is going to come from your ability to communicate well with other people. Successful people know how to communicate and have taken a lot of time to improve communication skills.

Almost all our problems in life come because of lack of clarity. We say things but they don’t come out clearly. The issue is further compounded when you are placed under pressure to influence a key stakeholder.

This session aims to enhance the quality of your messaging by creating clarity in your intent and align your behaviours to support your messaging.

In this 45-minute session we will:

* Explore the social intelligence of communication
* Unpack frameworks to provide clarity in communication
* Practice ‘pressure in the moment’ techniques and projecting confidence
* Explore common influencing techniques

**TITLE Negotiation and conflict resolution**

**ABSTRACT CONTENT (300 words)**

Productive conflict is defined as “an open exchange of conflicting or differing ideas in which parties feel equally heard, respected, and unafraid to voice dissenting opinions for the purpose of reaching a mutually comfortable resolution.”- Patrick Lencioni.

Whilst we would like to ascribe ourselves to this higher level of conflict, many of us find it difficult to professionally negotiate and engage in an open exchange of conflicting and differing ideas. Unwittingly, this contributes to real issues not being addressed, blame or denial otherwise known as unproductive conflict.

This session aims to enhance the quality of your conversations in the workplace by creating an environment of productive conflict, allowing you to maintain healthy relationships, dissolve conflict, and solve problems.

In this 45-minute session we will:

* Explore workplace & relationship conflict
* Unpack the key concepts and core vocabulary of negotiation
* Manage the tension between creating & claiming value
* Manage emotions and relationships