

the Authentic Communicator overview

Leaders know that it takes more than technical ability and business savvy to be successful in today's business environment. The ability to communicate and deal with conflicts effectively is equally, if not more important. While some have more talent than others in this area, it is clear that in today's world, a certain level of competence in communication is absolutely essential.

The **Authentic Communicator** teaches a concrete, actionable set of tools and skills that reduce conflict in the workplace, increase time on task and measurably reduce the costs of people problems. In addition to the actual workshop, we provide 360 assessment, coaching and follow-up so that L.E.T. becomes an on-going learning experience, rather than a one-hit training.

What you will learn

The **Authentic Communicator** is an intensive, skills-based training that develops interpersonal communication and conflict resolution competencies in managers and supervisors. Through L.E.T., your organisation's leaders learn, practice, and understand when and how to apply a powerful set of tools that measurably influence their workers' behaviours, habits and beliefs. The result is a more productive, efficient and fulfilling workplace.

Specifically, the four basic relationship skills you will learn are:

1. The ability to determine **who owns the problem in any interaction** - so that the optimum communication tool can be chosen each and every time.
2. The **ability to listen with understanding and acceptance** when others are troubled - ensuring that problems get handled on the spot and productive work can take place.
3. The **ability to express feelings and concerns** clearly and honestly - and therefore avoid the blame game.
4. The **ability to resolve conflicts** - in such a way that no-one loses.

How you will benefit

With these skills, you will be better able to manage the following everyday communication dilemmas:

- Quickly and effectively **building trust and cooperation** - without giving up authority and becoming weak
- Comfortably and directly **asking for what you want** - without creating intimidation and conflict
- **Confronting sub-performance** in a way that gets you the change you want - yet keeps the relationship intact.

How your company will benefit

- **Reduced stress** - because problems and conflicts are faced and solved, instead of being ignored, avoided or badly handled;
- **Higher creativity**, better decisions, more flexibility and resilience, because people work in teams more effectively;
- **Less time spent overcoming resistance**, refereeing squabbles and overseeing people, freeing up time for thinking, planning and truly leading.

Delivery options

Throughout the intensive program, leaders participate in skill-building through lively presentations, role plays, one-on-one coaching, small group discussions and workbook exercises. The **Authentic Communicator** can be flexibly delivered in **three or two-day** workshop options. In both cases, delivery in separated **half-day** sessions is also available.



Paul Donovan is one of Sydney's foremost facilitators and trainers.

As well as providing transformative corporate training, Paul provides a world class business facilitation service. He works with companies including Nestle, Cochlear, Commonwealth Bank of Australia, Capital Finance, the Stockland property development group, Weightwatchers Australia, Sanofi-Aventis, MLC and Bio-Rad Laboratories.

The Authentic Communicator is licensed to Paul Donovan Consulting Pty Ltd from Gordon Training International (USA) where the course is titled L.E.T. (Leader Effectiveness Training). Unlike other training programs, L.E.T. is based on pioneering research by Dr. Thomas Gordon, the founder of GTI, and two time Nobel Prize nominee.