

# The Power of Engagement<sup>®</sup>

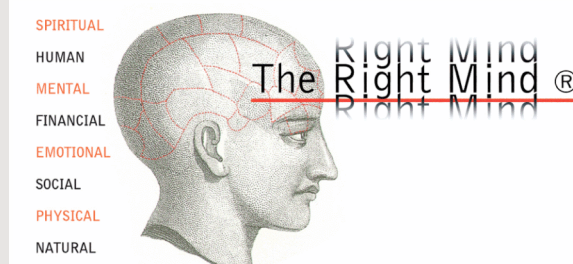
## MASTERING THE ART OF EFFECTIVE COMMUNICATION TO IMPROVE BUSINESS OUTCOMES AND PERSONAL RELATIONSHIPS



ENGAGE AT A DEEPER LEVEL

GAIN AN INSIGHTFUL  
UNDERSTANDING OF THE  
DRIVERS OF DIFFERING  
COMMUNICATION STYLES

LEARN THE “DEC”  
ENGAGEMENT FRAMEWORK



**COMMUNICATION IS ESSENTIAL TO EVERY ASPECT OF OUR LIVES, YET SO MANY OF US DO NOT DO IT WELL: WE DO NOT ENGAGE, WE DO NOT LISTEN AND FREQUENTLY WE DO NOT UNDERSTAND.**

THE CORE COMPONENTS OF THE POWER OF ENGAGEMENT®:

MASTERING THE ART OF EFFECTIVE COMMUNICATION.

RECOGNISING THE IMPORTANCE OF QUESTIONING.

BUILDING A TOOLKIT TO MANAGE DIFFICULT CONVERSATIONS.

ESTABLISHING CLEAR PROCEDURES FOR EFFECTIVE FOLLOW THROUGH.

**RESEARCH SHOWS THAT 95% OF PEOPLE WASTE TIME AND RESOURCES AVOIDING CONFLICT BECAUSE THEY LACK THE SKILLS TO RESOLVE PROBLEMS EFFECTIVELY.**

Vital Smarts Team

**WHAT OTHERS SAY.....**

“This engagement training really identify’s a powerful set of tool to address personal and professional strategies to engage all parts of life.” Craig Choice, Pioneer Seeds.

“Great review of the elements of a discussion that take place without you being aware.” Jason Jones, Vanderfield Pty Ltd.

“Great program, very though provoking and great motivation for the future.” Barry Murphy, Challenge Disability Services.

“I would recommend it to anyone on a business or personal level. I really got a lot out of it. Thank you David.” Ray McGuckin, AMPS Agribusiness.

“Just do it !. Another stepping stone to meaningful relationships, including staff.” Ruth Jones, Somerby Pastoral Co.

## ABOUT THE PROGRAM

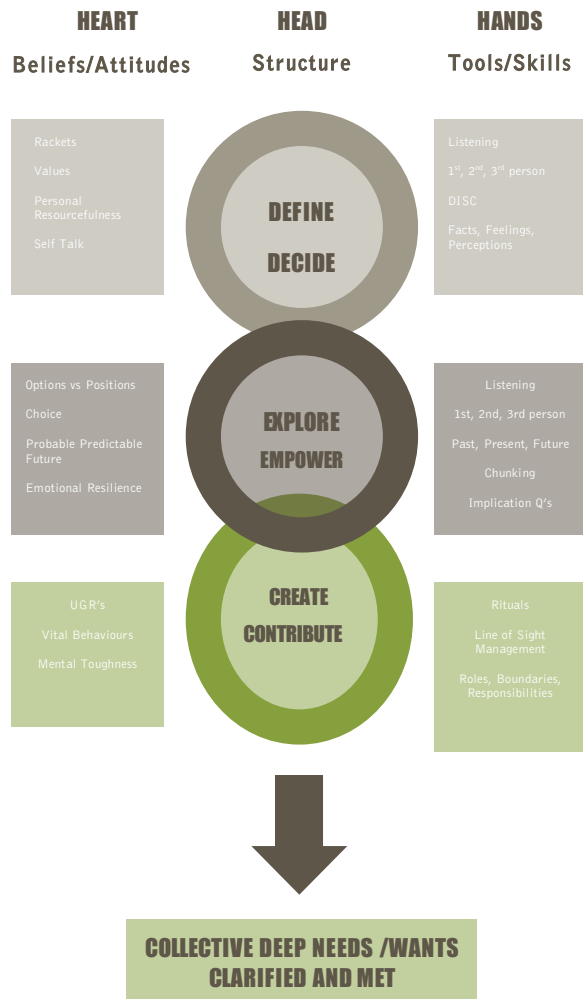
The Power of Engagement® has been developed to maximise your ability to effectively engage with others. Despite the fact that managers and other employees spend more than 40% of their time listening, they frequently do it so poorly that the result is frustration, misunderstood instructions and incorrect actions.

## THE LEARNING OUTCOMES

You will learn:

- **Physiological & psychological drivers of communication.** Learn the importance of the “trigger” – response mechanism in your communication. Learn how your emotions impact on the process and how you can deal with them. Learn to pay attention to the verbal and non-verbal messages you are giving and receiving.
- **To build lasting relationships.** Understand the importance of maintaining relationships while managing content and process. You will learn to maintain productive relationships based on mutual needs.
- **To deeply engage when communicating.** You will be able to establish and maintain rapport throughout a challenging engagement, listen, response and questions, and utilise a range of agreement generating skills.
- **To frame questions.** Understand how different ways of questioning improve the power of your conversations. Learn the subtle differences between engaging and disengaging styles.
- **To improve your listening skills.** Understand the differing styles of listening and how you can manage your own behaviours and thus your ability to listen effectively.
- **To structure a fail-proof follow through system.** Very few programs provide a structured approach that includes monitoring the “soft” factors in effective engagement such as beliefs and attitudes. Even fewer demonstrate what tools to apply to manage these soft factors.

## EXCELLING WITH THE “DEC” FRAMEWORK®



**IN THIS PROGRAM YOU WILL LEARN HOW TO “FILL IN THE BOXES” FOR DIFFERENT SITUATIONS**

### FOR FURTHER INFORMATION

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## THE “DEC” FRAMEWORK®

The “DEC” framework skills participants in how to rapidly assess what beliefs and attitudes are at play in their own or others heads and select the appropriate tool/s to use in managing that belief or attitude.

### DEC STAGES

There are two phases to effectively working through the DEC model.

#### Phase 1: Coming to grips with the issue or problem

- **Define the problem.** Far too often we get locked in only defining the problem or issue from our own perspective and are “blindsided” to the story behind the actions of the other party.
- **Explore the options and consequences of a go/no go situation.** By genuinely exploring all possible options, which are available to each of the parties, desired outcomes are more likely achieved.
- **Creating the environment to succeed.** Effective engagement requires the creation of an environment of desire rather than one of fear or apathy.

#### Phase 2: Deciding and implementing the plan

- **Deciding if the change is achievable and/or worthwhile.** How often do we create change programs that fail: fail for reasons of timing, resources, or will.
- **Empowerment has to be genuine and aligned with values.** However, empowerment also means accepting the consequences for not following through on what was agreed to.
- **Contribute to the ongoing success of the plan.** As leaders we cannot simply step off into the sunset and expect our empowered team to deliver outcomes unmanaged and unaccountable. Line of Sight Management is usually poorly implemented.