

## ***Communicating to Increase Engagement and Cooperation*** **A 1-day (8-hour) Training Experience**

### **I. Everyone Wants Respect**

- Industry Surveys/Studies on Engagement and Employee Desires
- 3 Perceptions that drive engagement
- 4 things people need during each conversation

### **II. The Power of Appreciation and Recognition**

- Top 10 Motivators
- 3 Kinds of feedback
- Dupont Study: Feedback Rule of Thumb
- Coached Practice giving positive recognition

### **III. Listening to Read People Accurately**

- Level 1/Level 2 Listening
- Reading the 10 Attitudes that drive behavior (*Decision Ladder*)
- Coached Practice reading people using the *Decision Ladder*

### **IV. Approaching to Create Openness**

- 3-part approach skill: *Decision Goal*
- Application and Coached Practice

### **V. Responding to Diffuse Conflict and Create Connection**

- Rapport Breakers
- 4 decisions people make during each conversation
- Rapport Builders: *4 Rapport Acknowledgments*
- Application and Coached Practice

### **VI. Probing to Create Mutual Understanding**

- Asking the right questions in the right way
- R-A-P: Putting it all together to foster engagement and cooperation
- Application and Coached Practice