

COURSE TITLE:

Read the Room & Pivot

The art and science of reading cues and harnessing agility in important conversations so you can build better relationships, create more trust, and more effectively address needs



DESCRIPTION

We've all entered a conversation expecting it to go one way but quickly discover the other person (or people) have an entirely different agenda. This course ups your social awareness and enhances your agility so you can be ready for any conversational curveball. By combining an improviser's mindset with the brain science behind why we fear straying from our planned talking points, participants will unlock a new, fun, functional way of authentically engaging others in important conversations.

Ideal for sales teams or anyone whose job requires connecting via critical conversations.

 90 MINUTES | VIRTUAL OR LIVE

OBJECTIVES



CREATE

Create an atmosphere of trust and connection by putting the focus on the other person instead of yourself



EMBRACE

Embrace curiosity to better understand our audience



DITCH

Ditch the script and be ready to pivot in conversations



RECOGNIZE

Recognize and respond to signs of interest, disinterest, excitement, and everything in between

THE FLOW

INTRODUCTION & CONTEXT

Our goal is to help participants read the room and flex in the moment to facilitate the most productive and solutions-oriented conversations

5 MIN

WARM UP

A group activity to create a sense of playfulness, experimentation and risk-taking

5 MIN

GETTING BACK ON TRACK

How to take the temperature of the room and make necessary adjustments

25 MIN

YOUR BRAIN WHEN THE TRAIN DERAILS

The science behind how humans react to unexpected change so you can take on a flexible mindset vs. a 'balance beam' view of interactions

10 MIN

SHIFTING YOUR FOCUS

The basics of being Others Focused: exercises to demonstrate the power of being in the moment and listening fully to others

10 MIN

WHAT I'M HEARING IS

Turning curveball moments into opportunities to connect

15 MIN

PRACTICE CHALLENGE

Simulated conversations with unexpected curveballs to practice agility in real time

15 MIN

CLOSE & REFLECT

Participants identify at least one element of the workshop they can incorporate into their work

5 MIN

EXPAND IT

Unfazed & Unstoppable: Ideal for smaller groups. Put agility concepts from original session on their feet in fast, fun, and customized role plays that reflect their real-world conversational challenges. Work with veteran improvisers to create realistic conversations in real-time and practice picking up social cues, pivoting, and delivering your message with greater impact. Participants also receive tailored feedback for their specific conversational hang-ups.

Pivot U: Agility-focused 60-minute add on. Build on concepts laid in first session, but faster, more energized, and more unpredictable. Exercises are more intermediate/advanced level and tailored to the participants' work realities. Learn more advanced skills, raise your self-awareness, and isolate your conversational superpowers.