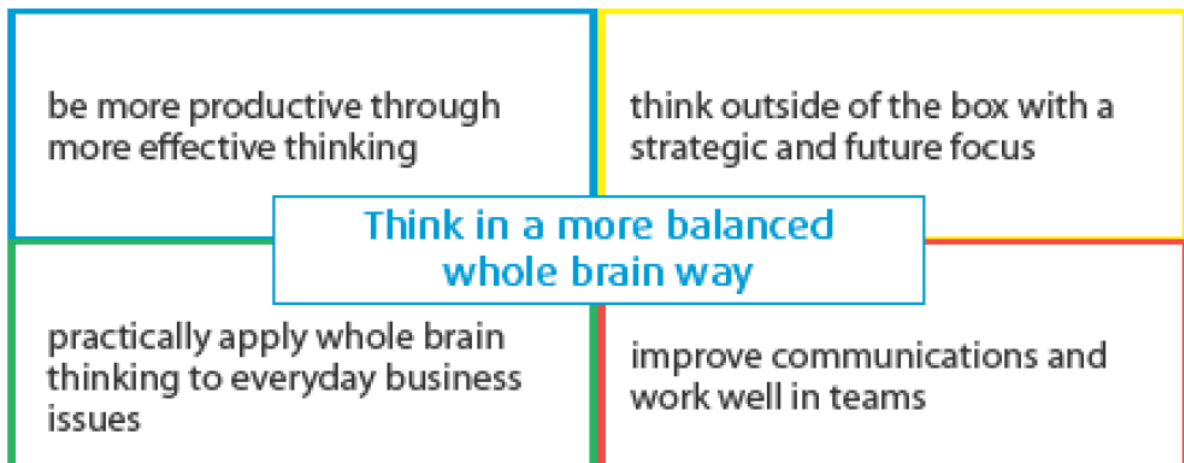


Communicating the Whole Brain Way

Duration: 2 days



Aim:

Communication is the glue that keeps an organisation together. With good, effective communication, organisations can reach their goals, provide good leadership and create a harmonious environment for its people to operate within.

Communicating is something everyone does all day, every day. Yet despite their best efforts, people often have difficulty giving and receiving even simple messages.

Using Whole Brain Technology can improve this give-and-take process by providing a new and different framework for taking in and sending out messages. Delegates are able to tailor their messages so that they are more easily heard and understood.

Workshop outline:

The following areas will be covered:

- Understanding how mental diversity affects teamwork, interpersonal relationships, trust and conflict management:
 - Understanding the different thinking preferences / styles
 - Background to the Herrmann Whole Brain Technology
 - Male / Female Diversity
 - Discover your own thinking style preferences
 - Become more aware of your specific communication style



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- Understand how your style impacts on team work
- Recognise why you connect better with some people than with others
- Creative Thinking:
 - Thinking ahead for future growth and development
 - Difference between innovative and creative.
 - Looking at various brainstorming techniques.
 - Creating an environment where creative and productive collaboration can take place.
 - Involving all staff members in the process of creative thinking in order to keep track of the performances as a team.
- Conflict Management:
 - Apply learning principles from module 1 in real life situations.
 - Causes of conflict that affects teamwork.
 - Dealing with and resolving conflict situations
 - Dealing with conflict effectively by using the Z-model
 - Identification of “Stress Producing Factors’ from a conflict situation
 - Steps to maintaining emotional control during conflict.
- Performance Management – being accountable as a team:
 - Identifying performance problems
 - Measuring performance against standards
 - Define responsibility and accountability.
 - Empowering staff to be committed to achieving results
 - Ingredients for positive teamwork
 - Breaking down “silos” and rather focusing on the whole team in order to achieve results.
- Conclusion and Action Plan:
 - Reinforce all learning areas.
 - Set up individual action plans.

Customisation: Allowed to suit the needs of the library

For more information contact Annamarie Goosen on manager@liasa.org.za or 012 324 6096.