



**Mindstyle™**  
*Develop. People. Faster*

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## Thinking Words & Talking Senses

### INTELLIGENT USE OF LANGUAGE TO IMPROVE COMMUNICATION, LEARNING AND BEHAVIOUR...

**"Sometimes when I'm talking, my words can't keep up with my thoughts. I wonder why we think faster than we speak. Probably so we can think twice."** – **Bill Watterson** (American Author of the comic strip Calvin & Hobbes)

**We communicate for many reasons:** to inform, to educate, to empower, to persuade, etc. The ability to do so efficiently, quickly and sensitively as we interact within distributed and diverse multi-ethnic, multi-cultural organisations is vital to sustainable success and growth.

**Mindstyle™** is an award winning personal development organisation that works with individuals and organisations to develop powerful and effective leadership and communications skills

Without the appropriate skills, key staff may fail to communicate effectively, diluting an organisations' efficiency. The improvement in interpersonal skill produced by this Mindstyle course unquestionably leads to improved business productivity.

### Course Overview and Content

This training program enhances and improves interpersonal communication style and efficiency. A major goal throughout the training will be delegates' clear understanding of the core presuppositions of Human Behavioural Models. **Thinking Words & Talking Senses** focuses on the emotional states, habits and beliefs that promote effective communication and provides the strategies needed to achieve pleasant, clear, effective and accurate communication. Communication patterns to avoid and self limiting behaviours' are identified. Delegates will learn to recognise their own and others preferred communication styles. This 2 day program installs the key competences as an internalised, natural way of doing business, expanding delegates "emotional IQ". The program includes supported role-play, video feedback and facilitated discussion of the material and techniques presented. The course content includes:

### Course Overview and Content

**Human Behavioural Models**  
*the power of models and modeling*

**Communication Patterns**  
*Beliefs, barriers and conflicts!*

**More on Influence**  
*the 6 irresistible ways in which we persuade and become persuaded*

**Communications Strategies**  
Messages and their meta-messages!

**After You!**  
Be understood better by understanding others first

**Smooth Talking!**  
Engaging with interpersonal elegance

### Course Learning Outcomes Include:

- Understanding the key beliefs held by exceptional communicators
- Recognising language patterns and their influence on perception
- Managing emotional states deliberately and within context
- Recognising and utilising the language resources you already have
- Establishing and maintaining rapport in critical situations
- Working with '...at cause' and 'response versus reaction'
- Managing limiting beliefs and developing empowering behaviours
- Preventing anger and managing conflict through conversation