

Academy of Training

Hot Seat Skills and Thinking on Our Feet

Overview

In today's business environment, one of the key skills for success is our ability to communicate effectively in a variety of situations. These may range from one-on-one, off-the-cuff conversations through to formal presentations and meetings, both live and on-line. To do so, we need to be able to deliver material and answer questions in a manner which is clear, concise and persuasive. To do so with time to prepare is one thing but to do so at short notice and under pressure is another.

Objective

The objective of this one-day workshop is to assist Managers, Team Leaders and other senior Professionals in developing all the key skills for thinking on our feet, allowing us to marshal our thoughts quickly so we may speak and respond effectively under pressure in both impromptu and formal, prepared situations.

Topics

Topics covered in the workshop include:

- Thinking on our feet – an overview
- Being in the hot seat – what it means and how it impacts on us
- Identifying key issues and concerns
- Impromptu and formal situations
- How to marshal our thoughts quickly under pressure
- Rapid preparation techniques and organisation of information
- Working to a structure
- Key delivery techniques and behaviours
- Performing effectively under pressure
- Responding and answering questions well in one-on-one and group situations
- Dealing with tricky questions, opposition and objections effectively
- Managing negative thoughts and nervousness.

Method

The workshop is highly participative with content tailored to individual participants' needs.

Resultant Benefits

On completion of the workshop, participants will have gained all of the key skills for preparing for and responding effectively in challenging situations.

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