Think Before You Speak

Respond in the moment with confidence and credibility – every time.

KEY BENEFITS

Clear Thinking about what to say and how to say it, is the key to clear speaking.

Coherent & Credible Messages – constructed quickly and delivered concisely.

Confidence – from knowing that you will be able to handle any question or challenge.

Overview of course content

This course is about building and developing the skill of being able to respond effectively, in real time, to any and every question or challenge thrown at you – however unexpected.

When we flounder or can't find the words we need – when we need them – we lose credibility. On the other hand, overly slick responses or 'clever' evasion isn't the answer either. When we are asked questions or challenged, we need to come up with clear, concise and credible responses, quickly!

Using the power of structure, you will learn how to take control and stay in control, providing meaningful and easy to understand answers to even the most challenging questions.

A brief history...

Enlighten has been running communication skills courses for over 10 years. We previously ran a two day course focused on how to be effective in situations that involved informal, unplanned communication. However, as we did not have control of the content, we were not able to develop the course structure in the way that we felt reflected the changing needs of our clients.

The one day Think Before You SpeakTM course has been developed from the bottom up, with a clear focus on those aspects of communication that have the greatest impact on personal credibility and effectiveness.

Duration and format

Full day in-house course, or structured virtual workshops, which can be tailored to meet client's needs.

Who is this course for?

Anyone who needs to get their point across clearly, concisely, persuasively and memorably.

Anyone who is involved in meetings, presentations, discussions and briefings – and is likely to be asked questions without time to prepare in advance

"I've seen colleagues' credibility undermined when they've been caught out by an unexpected question. That's never going to happen now!"

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What's it all about?

Whether in a meeting, one to one, addressing a colleague or making a presentation, the Think Before You SpeakTM programme will help you to gather your thoughts and structure what you want to say, quickly and confidently. You will learn how to handle on the spot questions and persuade your audience with the speed of your thinking and the clearness of what you say.

This isn't just another course on presentation skills. It's a thinking and communication skills course, and if you communicate verbally in your working environment – and which of us doesn't? - then you will benefit from the unique Think Before You SpeakTM programme

Why Think Before You Speak Training?

Most communication skills courses do one of two things:
- Focus on 'presentation skills' – a vital skill if your job role involves making formal presentations that you have time to plan in advance. However, even people who do a lot of presenting in their jobs are very unlikely to be making presentations more than a few times a week – and most people do far less than even that
- Focus on 'non-verbal communication' – again, our body language, intonation and facial expressions can make an enormous difference – but that's not much use if what we say isn't clear and concise.

So Think Before You Speak focuses on the many occasions when we are asked an unexpected question, challenged out of the blue, or simply need to give a quick update on a situation or explain a decision. In these situations there is no time to prepare and we need to come up with the right words, in the right order, NOW!

This course will give you the confidence you need to respond credibly and persuasively by learning the skills to:
• Ensure that your initial response makes sense!
• Structure your ideas so that they are understood and remembered.
• Flesh out your thoughts and ideas with memorable examples.

How do we do it?

The Course. A highly practical day focused on mastering the skills that have the greatest impact on your ability to respond effectively in the moment, every time.

The Initial Response (buying yourself time) – accepting the question, clarifying meanings and intent.

The Full Response – A deceptively simple but extremely powerful framework for responding credibly every time.

2, 3 and 4 Part Logical Structures – The power of three to structure ideas – and how to deviate to alternatives as necessary.

Adding Colour – Using anecdotes, stories and examples to expand your points.

Dealing With Complexity – Combining approaches and strategies in situations requiring more complex explanations.

Short & Sharp – adapting when you only have a few seconds to give your response**.**

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