

Workshop Session 1 - Getting the Delivery Right



This is the first of two sessions of the interactive workshop that helps teams to develop effective delivery and listening skills. In this first session, you will lead participants to understand what their most effective communication style is and strategies for delivering the message when that style doesn't work.

Session Outline

Section	Goal	Time
Introduction (Slide 3)	Introduce that we all have a desire to improve relationships and communication is the vehicle to help us get there. Show that there are two sides to communication and two components that help us identify our style.	5 Minutes
Getting a Pulse on Our Team Communication (Slide 4)	Help the participants to get a pulse on their team communication. You can learn, as a facilitator, where you may need to lean in during the sessions from this discussion. The discussion consists of asking the team about what is working and what they think could be better.	20 Minutes
Birkman Components in Communication (Slides 5-8)	Guide the participants to explore their individual Component scores of Self-Consciousness and Assertiveness. In this section, participants will learn how to describe their individual Component scores and what situations are best use their Usual behavior.	25 Minutes
Self-Consciousness and Assertiveness Combinations (Slides 9-14)	Participants explore what their combination Component scores are and how they impact a conversation. Participants explore the benefits of their style. They learn how to leverage their style, and when to adapt a different style when the situation arises.	30 Minutes
Our Team Commitment (Slide 15)	Teams will review and discuss the strengths of different styles on their teams and how to leverage those styles in different situations. The final step is to decide on what they are committing to as a team moving forward.	10 Minutes

Prior to the training:

- Make sure each participant has already had a Birkman Signature Conversation
- Run a Group Graph or Comprint on Birkman Direct for Self-Consciousness and Assertiveness of the team
- Add participants scores to the combination graph on slide 11

On the day of training, each participant needs:

- Self-Consciousness and Assertiveness pages from Signature Report from Birkman Direct
- Copy of participant worksheets