Corporate Coach Group
Training that transforms

Training Plan

Goal Setting, Communication and Conflict Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Goal Setting, Communication and Conflict Course Summary

In order to succeed, we all need to set and achieve goals. In order to do that, we need to communicate clearly. Poor performance must also be effectively managed, along with other conflict situations.

The purpose of this unique, one-day course, is to equip you with special skills that will enable you to set and achieve specific goals; communicate with more clarity and conviction; and properly handle poor behaviour and conflict situations.

After this course, you will be empowered to succeed, because you will know how to get the best from yourself and others.

Learning Outcomes for the Goal Setting, Communication and Conflict Course

- How to develop a goal focused mindset
- How to communicate your goals with more clarity and mutual understanding
- How to give constructive feedback using accurate language
- Develop the art of critical thinking and intelligent questioning
- Know when to compromise and when to stand your ground
- How to distinguish reasons from excuses and have a different policy for each
- How to inspire a positive attitude in others

Customer Review

" Very informative and well set out. I found the time keeping and productivity portion most helpful. Marco was very upbeat and kept the group working to the same goal. Very knowledgeable and happy to answer any queries we had.

Dennis Edwards
Flint House

Goal Setting, Communication and Conflict Training Course Overview

This course is split into two sessions. The morning session is centred on the word clarity, and the afternoon is centred on the word conflict.

Clarity means: Clear goals. Clear communication.
Conflict means: Rational. Objective.

The purpose of this course is to eliminate any errors and build upon your strengths.

So we start the training with an introduction into the three major themes of the course: goals, communication, conflict. We show you the basic models and we ask you to score yourself on your current abilities in these areas.

Once we know your priorities, we will work through the course material in a systematic and interactive way.

Customer Review

" Course content was informative with interesting ideas which I will be able to take forward in both my personal life and workplace. The trainer's presentation was good, clear and to the point. Notes taken were relevant and easy to understand.

David Swift
Warwick Student Union

Goal Setting, Communication and Conflict Training Course Details

Day 1 - Morning

Our purpose is to get the best from ourselves and others

You need to get the best from others, but to do that, you must first get the best from yourself.
Therefore, this course is predominantly about personal development training.

Why is goal setting important?

Goal setting is important because the first step to achieving a goal is to set it.

Your organisation exists to achieve goals. The organisational goals are long range and broad, and these are divided into subset-goals, which are shorter range and more specific.

It is important to know how to set specific goals and how to communicate them to everyone who needs to know.

What is the difference between a wish and a goal?

We explore the difference between a wish and a goal.

We are interested in goals, not wishes. You can wish for anything. But goal setting is a more rigorous process.

We will ask you to make clear the distinction between wishes and goals.

What is the Universal Goal we all share?

We can all share the same goal, that is, "To add value to others". Your organisation succeeds when it adds value to the marketplace: to its customers, shareholders, employees and community. If it doesn't add value, it fails.

In a similar way, each one of us has to add value to other people, to our friends, colleagues, customers and family. We will discuss what happens if you do not add value to others and what happens if you detract value from others?

How to set and achieve goals, using 8 Part SMART.

The major model of the first session is the goal setting formula itself.

Our model is an advanced version of the standard, five-part model called SMART (Specific, Measurable, Achievable, Realistic, and Time-bound.)

We believe this model to be insufficient because, ironically, it is not specific enough. It is too abstract.

We will give you the fully updated and improved version called 8 Part SMART, which has the advantage of being more practicable and more easily turned into a series of eight questions, which you will learn and use every day.
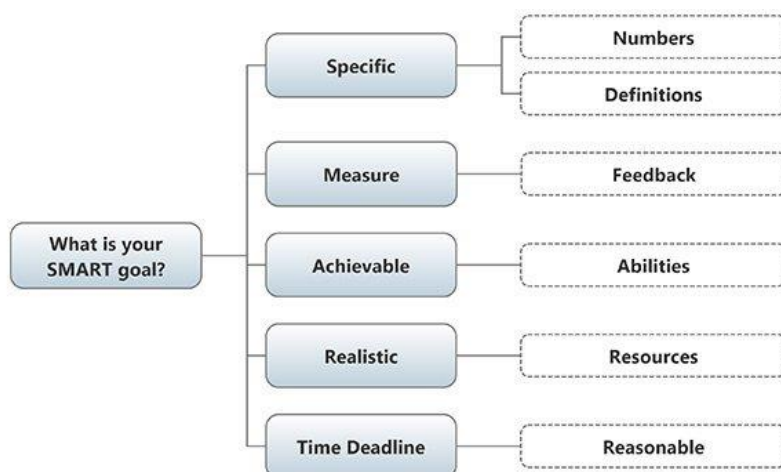
Many different uses of the 8 Part SMART Targets

The 8-part SMART model can be used in multiple ways, including to help you set your own goals, and to help you set and agree goals for other people. We will examine how versatile and useful this model is.

How to define your exact meaning (communication skills)

Now you have goals, you must communicate them with absolute clarity. It is important to be able to express yourself, to make your meaning clearly understood. Many people have trouble conveying their exact meaning; they are often unclear, vague and unconvincing.

We will show you terrific ways to make your exact meaning crystal clear.

When you finish this session, you will know how to make people understand exactly what you mean.

How to discover their exact meaning

Once you understand how to make yourself clear, you can use the same principles to extract the other person's exact meaning.

How to use affirmative language

We want you to make a distinction between two types of language: affirmative and negative.

Affirmative tells people what IS. Negative tells people what IS NOT.

It is not enough to tell people what you are not going to do, and why.
We need to tell people what we are going to do, and how.

We will practice turning negative statements into affirmative statements.

How to handle a cynical person

Not only is there negative language, you also have to deal with negative people.

We will discuss how you can use your new communication skills to transform a negative personality type (the cynic), into a positive personality type (a critical thinker).

When you learn this technique, you will be pleased you came on the course.

How to use power of positive suggestions

The final point of the morning is a fascinating discussion about the power of suggestion. Everyone is influenced by suggestion. For instance, if several people say to Bob, "Bob, you don't look very well today", poor Bob will begin to feel sick. We are influenced by advertisers, media, politicians and friends. These suggestions are usually subliminal, and we are not aware of them.

But from now on, you will learn to make conscious use of the power of positive suggestion, by ensuring that you use words in ways that deliver ONLY the messages you intend.

Day 1 - Afternoon

Why conflict management is important

Conflict management is important because conflict is inevitable, since not everyone shares the same standards of behaviour.

It is important to manage conflicts well, because a badly managed conflict can quickly degenerate into a major row, and relationships can be destroyed beyond repair. If you manage conflicts well, then issues are quickly resolved, and normal service can be resumed.

Four ways people try to handle conflict

In essence there are four ways to handle conflict, but only one of them works. The way that works is by reason. We need a rational approach to conflict management.

The three ways that don't work, are:

1. Getting angry and aggressive.
2. Getting upset and tearful.
3. Evading conflict and running away.

We will show you what it means to apply, a rational approach to conflict management.

What is a rational approach to conflict management?

A rational approach to conflict, is one based upon a logical evaluation of all the available facts, a mutual commitment to finding a negotiated answer, and the proper professional use of language.

What is a person's self-image?

We discuss how important it is not to attack another's self-image (their character, identity, ego). If you criticise a person's character, you will trigger a negative emotional response.

We will show you how to distinguish character assassination statements, from behavioural statements. We ask you to never use character assassination statements.

How to script your message?

We discuss the details of language. You will learn to distinguish between two types of language: objective and subjective.

We explain why, during conflict, you should NOT use subjective language. You should restrict yourself to objective language only.

We show how to use the correct language and you will practice describing events in objective terms.

What is the difference between a reason and an excuse?

When people are asked why they do things, some people will give reasons, others will offer only excuses.

We will distinguish between what constitutes a reason, and what constitutes an excuse. This is a vital distinction because you should only give concessions to those who give reasons.

We explore what would happen if you gave concessions to excuse givers.

How to properly use body language

It is not enough to use the right words; you must also use the right body language. Body language is how you use your face, eyes, posture, arm and hand gestures. We will show you what to do and what you must never do.

How to properly use voice tones

How you sound is as important as what you say. Your voice tones make a huge difference to the final outcome. We will discuss volume, pace, pitch and intensity.

Assertive but never aggressive

Your goal is to be assertive, but never aggressive, or passive. We will talk about each type and learn its exact identity.

Optional role play practice

You will have the option to practice your new skills with one of the five role-play scenarios. You do not have to take part in the role-play, you can just prepare your scripts as if you were facing a real-life situation. Then you can either join in, or learn by watching others. It's up to you.

Finish on a positive note

As we come to the end of the day, we note that every communication should finish on a positive. People remember the last thing they heard (the recency effect), so it is important to ensure that the last thing they hear from you, is positive.

The importance of praise

Whenever a person does something good, or even stops doing something bad, you should immediately appreciate that fact. Not because you are happy with them, but because it is good tactics to do so. The lack of appreciation is a negative.

Appreciation, praise and thanks are all examples of social motivators. We will learn about social motivators and how you might use them to encourage people to give you their best performance.

Customer Review

" The course content was a good variety. When I heard it was time management I thought this would be the same as other courses. It was different, but very interesting and could realistically be applied to day to day jobs. The trainer was positive and delivered the message well, but without being over-powering.

Claire Foy
Lumesse

**Corporate
Coach Group**
+44 (0)1452 856091

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)
Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)
International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

Corporate Coach Training Ltd
Walcot House
Parton Road
Churchdown
Gloucestershire
GL3 2JJ

Email: lindsey@corporatecoachgroup.com
Tel: +44 (0) 1452 856091

Customer Reviews

" A lot of concrete tools to use every day. Very useful and handy. Examples are clear. Participation is well balanced. Chris is dynamic and charismatic which I liked a lot. The workbook is a great support and additional handwriting is a plus to remain focused and active.

Mélanie Rafflegeau
Société Européenne de Cardiologie

" I must admit I was somewhat cynical at first "why do I need this, done things like this before." It was soon evident that I was picking up new ideas. Since the course I have been re-reading the notes as I want to retain as much as possible of what I learnt. It is a fact with most courses I never pick up the notes again. But I have every intention of revisiting and embedding the information from this course into my mind. I cannot praise Chris and the course content enough, so many thanks.

James Burns
G.R. Lane Health Products

" Very useful and constructive two days, with new information and techniques, alongside reinforcement of existing systems of management. The trainer's presentation was very clear with detailed explanations, along with practical examples.

Simon James
Swatch Group

" The course content was great, so helpful, giving me new skills and how to plan to succeed. The trainer explained very well, clear and concise with good advice and training I won't forget. Thank you.

Charlotte Oates
British Friendly Society Ltd