

## Communicate and Influence

### Understanding interpersonal skills to develop others

This workshop is designed to give delegates some key communication and interpersonal tools to take away with them into the workplace and communicate what has been learnt.

Delegates will be introduced to Johari's window and the four 'rooms' of self awareness and communication. This will help managers to understand their interpersonal styles.

Delegates will also be introduced to the GROW model for coaching. This model, is the key approach that underpins most coaching interventions, it is also widely accepted within the business community as the fundamental coaching skills tool.

By developing an understanding of GROW focus will be placed on individual accountability and improved coaching skills.

Following their introduction to the GROW model managers will be capable of holding coaching conversations with their employees as soon as they leave the workshop.

#### Johari Window

	Known to self	Not known to self
Known to others	Arena	Blind Spot
Not Known to Others	Façade	Unknown

#### GROW Model

- G – Goal
- R – Reality
- O – Obstacles
- W – Way Forward

#### Outcomes

- Use Johari's Window to increase individual's awareness of self, and how others see them
- Introduce Sir John Whitmore's GROW model as a framework for coaching
- Use on-going co-coaching as a means of implementing layers of accountability

### Christopher M Smith D.Hyp MHF GQHP L.C.H Dip



Chris Smith has been listed as one of the Daily Telegraph's Top 10 Development Gurus. He is a London based professional coach, trainer and Master Practitioner of Neuro Linguistic Programming (NLP), with clinics in Harley Street.

8 years ago, Chris has built an enviable reputation as a talented coach, who is passionate about helping people to make amazing changes in their lives. His corporate clients have included: - Bank of Scotland, HIFX Plc, MBNA, Swarovski and Time Warner. Chris has also worked with a number of high profile actors, musicians, business gurus and celebrities.

Chris now helps people to transform their lives in business and on a 1:1 and group basis. He is a mentor trainer and coach for one of the UK's leading Life Coaching training organisations (Achievement Specialists Limited) and regularly presents and delivers training programmes alongside Curly Martin, International Author of the best selling 'The Life Coaching Handbook'