









Communication Under Pressure

Sending & receiving the right messages

Often during times of stress, our communication breaks down, impacting ourselves and others. Effective communication under pressure is crucial to performance. A commitment to continuous improvement in our skills, will always lead to better results when we perform under pressure.

Communication **Methods** 1. Perception vs Reality 2. Responder vs Reactor, who's who? 3. The top 5 Communication behaviour zones 4. Presentation techniques Communication Communication **Skills Fitness** 1. Dealing with difficult behaviour 1. Why do people behave the way they do under pressure? 2. Motivation skills 2. How does confrontation impact 2. Dealing with tough & awkward me & others? conversations 3. Building resilience in difficult 4. Conflict management communication environments

FUTUREPROOF people
READY FOR ANYTHING

1 ON 1 COACHING