

**bulletproof  
performance**

# Communication Under Pressure



**Sending & receiving the right messages  
in high pressure situations**



**Effective communication under pressure is crucial to the delivery of safety, productivity and quality outcomes. A commitment to continuous improvement in our skills, will always lead to better results for both the individual and the team who has to perform under pressure.**

## Communication Methods

1. Perception & expectation management
2. Responder vs Reactor, who's who?
3. The top 5 Communication Behaviour Zones
4. Platform & presentation techniques

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## Negotiation Skills

1. Dealing with entitlement behaviour
2. Motivating the unmotivated
3. Delivery of tough & awkward conversations
4. Informal & formal performance management conversations

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## Communication Fitness

1. Why do people behave the way they do under pressure?
2. How does confrontation impact me & others?
3. Building resilience in difficult communication environments

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**WORKSHOPS**



**COACHING**



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