

# Communicating and Presenting

## *with Influence - for Mining Professionals*



*Be heard, be understood and be remembered – every time!*

With Rob Glenn

*The comprehensive, intense yet stimulating course – that will:*

- ✓ Help you develop powerful communication skills to deal with all people and in any situation
- ✓ Enable better connection, gain instant trust, professional etiquette and higher team energy
- ✓ Enhance your presentation skills, engage an audience, keep attention, confirm understanding
- ✓ Improve your ability to be authoritative and concise - in meetings, presentations and emails
- ✓ Enhance your career - through greater authority, control, organisational and people skills
- ✓ Memory and focus – learn how to remember 20 names in a room or 40 items on a list instantly!

The **Communicating and Presenting with Influence – tailored for mining people** is no ordinary workshop! It is an intense session dealing with energy, psychology and engagement in workplace relationships. This activity based event helps people focus better, get on better, work better and achieve more in work and in life. It is designed to enable you to **communicate with respect, impact and authority**, any time to any one at any level – substantially increasing your career prospects and job fulfilment.

- ✓ To understand the importance of good communication, the impact and danger of poor communication and the barriers to communication.
- ✓ How to be self-aware – to understand and be respectful of different cultures, personalities, attitudes and communication styles that may affect others.
- ✓ How to gain trust, get and hold people's attention, cut through the clutter, be heard and be remembered.
- ✓ Active listening skills – vital to be a good communicator and reduce conflict and bullying at work.
- ✓ Questioning techniques – vital to enable people to guide or influence conversation, gain information, diffuse conflict and apply assertiveness.
- ✓ Getting action – how to make sure people happily respond or act on your safety message or instruction.
- ✓ How to avoid common communication traps – mistaken assumptions, jargon and unnecessary detail.
- ✓ How to deal with difficult people or situations and inspire others to improve safety, lift effort, morale and productivity.
- ✓ How to be professional at work – posture, confidence, assertiveness, professional etiquette, body language and courtesy.
- ✓ How to establish rapport and have empathy – key skills in reducing workplace conflict and improving safety and harmony.
- ✓ How to be assertive – in the true sense. Not aggressive, not passive but to understand how everyone has the right to be heard and be treated respectfully.
- ✓ Writing effective concise emails – structure, headlines, cc's and response requests.
- ✓ Phone calls – how to have a “telephone personality”, correct etiquette and posture.
- ✓ Meetings – how to participate or hold effective meetings, meet objectives, speak clearly, observe processes, punctuality and deal with conflict or disinterest.
- ✓ Presenting and public speaking – how to deliver a speech or presentation confidently and clearly, keeping attention and making sense to an audience. Great for pre starts and work place meetings.

**Increasing safety, morale, productivity and efficiency – the human factors**

## Communication vs communicating

**Mining and resources staff need confidence and clarity** – in either conversations or presentations. The course teaches how to “cut through the clutter” to make your communication concise, easy to understand and easy to remember. This version now includes extra content emphasising issues facing safety teams, like connectivity, accountability, team dynamics and selling difficult messages.

### Outcomes from this course.

At the end of this course you can expect to be able to effectively and powerfully communicate in any workplace environment or situation. Then to apply the new skills and techniques in all key areas of communication including: telephone calls, written communications, direct conversation, meetings, group presentations or instructions and presentations to larger audiences.

### Pre-requisites and participant requirements

There are no pre-requisites or prior leaning required for this workshop. All work books, online resources and learning materials are provided.

### Certification

A Certificate of Participation is issued to participants on request.

### Post course information

No post course materials are required but follow-up sessions are optional

### Venues, class sizes and duration:

Courses are delivered in house, on site or at our training venues as required. Minimum number of participants 6 and maximum 14 is recommended. Course duration – two day workshop.

### Fee schedule:

Pricing on application - dependent on participant numbers, venues, location and regularity. Travel at cost outside Perth metropolitan area.



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### Course Facilitator – Rob Glenn

*Rob is an accomplished, highly knowledgeable and entertaining presenter. He regularly lectures and presents to conferences and public and workplace groups. Specialising in Financial Acumen and Human Factor professional training within industry, commerce and government departments, his qualifications and background in business, training, financial counselling, professional and personal development ensures a practical, useful and culture changing outcomes. As a nationally acclaimed public speaker – most participants vote Robs courses the best they have ever attended.*

**Workshops are held on site to fit in with shifts and swings suitable to the host company**

### **Course Content**

- Content is delivered in 6 units over a two day workshop.
- The first day is focused on the skills required to be a good communicator and delivering clear communication.
- The second day is dedicated to practicing these skills in class as to how they are applied at work.
- The content includes case studies, group exercises and participant presentations and includes expert coaching and feedback provided by the facilitator.
- Each course is tailored to specifically suit the group of participants – using real examples in their work environment. Rehearsals are conducted using these actual workplace examples.
- The sessions are packed with meaningful, relevant activities, exercises and group sessions.

**The content is delivered in a logical step by step program in a manner that's easy to remember and easy to apply. All sessions include practical discussions, exercises and activities.**

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**Bookings and Information:**  
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Mandurah 6210 Western Australia



## Course content list and schedule.

### Day 1: Parts 1-3

#### Part 1. Challenges, Ethics and Attitudes

- Outline of course content:
    - Challenges, responsibilities, privileges and obligations
    - How, who and what do you serve?
    - Why a high customer service ethic is critical
    - What business is your company in? -What business are you in
    - Serving solutions - that meet plans and KPI's
  
  - Why is high "connectivity" is so important
    - The impact on the business – the costs
    - The effect on self and others – the people
    - The potential future impact on both
    - Avoiding competing KPI's and conflicting priorities
    - Eliminating duplication indifference and defensiveness
  
  - Industry specific challenges and communication issues
    - Critical need for clear communication
    - Complexity of multiple factors and stakeholders
    - Rapid and regular change
    - Fault verses problem – amplified impact
    - Pace, pressures, budgets and KPI's
    - Aggression, isolation and attitude
  
  - Awareness Audience barriers and sensitivity
    - Awareness of others audience barriers and sensitivity
    - Awareness of self and self-analysis
    - Communication styles
  
  - TEAM mentality:
    - You can't push a chain – pulling together
    - It's not "all about you" - Helping others - to get what you want
    - Two keys to fulfilment and job satisfaction
    - Eliminating "silo" dangers, then creating collaboration
    - Follow up and follow through
    - The big picture.
  
  - Start with the "WHY"
    - Why – the clarity of purpose. Your Personal Unique Value Proposition
    - How – the discipline of attitude
    - What – the consistency of action
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## Part 2. Techniques for improved workplace efficiencies

- Professional Etiquette
  - 10 attributes of a professional
  - 1<sup>st</sup> impressions, body language
  - Building rapport and maintaining trust
  - Confidence and consistency
  - Energy, demeanour and perception
- Assertiveness
  - Assertive vs aggressive or passive
  - Questioning – 4 techniques to take control
  - “Leading up” – authority with courtesy
  - The 9 powers of influence
  - Getting “buy in” and cooperation

## Part 3. Techniques for improved communication

- Service based ethics
    - Proactive vs reactive
    - Initiative vs procedure
    - Accepting responsibility – when to say sorry
    - Keeping promises – how to do what we say
    - Response times and punctuality
  - Managing priorities
    - Efficiency vs Effectiveness
    - Juggling multiple demands
    - Self-discipline and focus
    - Dealing with changes and deadlines
    - LEAN manufacturing and Frugality
  - Working with reality - when things go wrong
    - Difficult situations – 2 key phrases
    - Difficult people – 3 key questions
    - Delivering Bad News – 3 key steps
    - Fixing mistakes – “no blame” policy
    - The Art of saying “No” – for positive outcome
  - The 5 Dysfunctions of a Service Team - and how to avoid them
    - Absence of Trust
    - Fear of Conflict
    - Lack of Commitment
    - Avoidance of Accountability
    - Inattention to results
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## Day 2: parts 4-6

### Part 4. Memory, Focus and Concentration

- How to improve memory, focus and concentration
  - How to remember 40 items on a list and 20 names in a room.
  - Techniques on regaining focus
  - Memory training session – for lists, events and deadlines
  - Remembering names and faces exercise
  - Stress elimination and brain detox
  - Reducing fatigue and increasing energy
  - Increasing awareness and alertness
  - Increase learning and study ability
  - Reduce stress and prevent depression

### Part 5. Clarity and certainty in communication

- Impact and clarity in communication
  - Context verses content,
  - Structure, order grouping and sequencing
  - The use of Jargon
  - Diagrams and visuals
  - Adaptation
  - Assumption
- The importance of being concise
  - KISS, keeping things simple
  - Executive summary concept
  - Flow charts and visuals
- The importance of confirming and following up
  - Clarity in communication – avoiding misunderstanding
  - Keeping people advised – they need to know
  - Being solution focused – not activity focused

### Part 6. Presenting and communicating with impact and authority

- Persuading and influencing skills
    - Questioning techniques
    - Getting “buy in” from an audience
    - Credibility
    - Rapport
    - Authority – leading without ego
    - Emotional connection
    - Vivid evidence
  - Workplace communication
    - Emails and written communication
    - Telephone etiquette and skills
    - General conversation
    - Language and courtesy
    - Meetings, format, objectives and efficiencies
  - Presentation skills
    - Preparation
    - PowerPoint, visuals and equipment
    - Techniques for getting and keeping engagement
    - Selecting and presenting key points, making it simple and memorable
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