



The Talk Shop

A workshop on communication skills from Navgati

If you were to hazard a guess on what this workshop is about, just based on the name “The Talk Shop”, what would it be?

Go on, take a guess before you read on. We'll wait 😊

The Talk Shop is a workshop that's built with a focus on application rather than on skill

We've picked the most common communication challenges that engineers/young managers face and created a workshop to help them address those challenges.

So we're literally going to be talking shop. But that's not all that's special about this....



It's modular ; you can choose what's most relevant for your audience

We've created six modules, and you can choose three of those to run as a one-day workshop. Or you can run them all as a two-day workshop.

And if you're not sure what your team needs, we can run an assessment (either based on 360 feedback or actual observation) and tell you what's most critical for them.

There's more 

It's a workshop that's entirely set in your context

There is evidence (admittedly anecdotal one but I'm sure all facilitators would agree) that the most common feedback post any workshop is "more real-world examples would be good".

In this case, we're constructing the workshop around the real-world scenarios of your organization, so participants learn how to deal with what they commonly encounter.

And.....



It's hands – on, experiential and fun

We're using a range of experiential methodologies (applied theatre/art/sociometry/psychodrama) so participants are kept engaged. There's also ample opportunity for practice, so people feel an increased sense of confidence in their ability to apply what they have learnt.

In sum, it's the Talk Shop because it's..



Built with a focus on application
rather than on skill

Modular – so you pick what's
relevant for your audience

Set entirely in your context

Hands-on, experiential and fun

What would you like to buy from the Talk Shop?

The six modules we have for you to choose from:

Speaking up with confidence

Contextualizing
communication

Making a compelling pitch

Communicating boundaries

Solving an issue that needs
dialogue

Communicating
delays/issues/other bad
news

Pick all of them (will take two days). Or any three and run a one-day. Please don't say you'd like four of them; we'll have to give up and move to Siberia 😊

Not sure which to pick?

Here's an example for each

Which of these scenarios are applicable to your people?

- ☐ Arun is an engineer who often has great ideas when in a meeting. He stays silent however and comes back and shares them with his manager who gets exasperated “why didn’t you say this before the decision was taken in the meeting? You were there” **Speaking up with confidence**
- ☐ Deeksha has to deal with requests from the customer facing team to add features after the scop document has been finalized. She finds it extremely difficult to push back and ends up not being able to meet timelines. **Communicating boundaries**
- ☐ Kritika has an idea for a new process flow that will improve deliverables however needs substantial change effort. He needs to present his idea in a powerful way to his manager and leadership but is unsure of where to start. **Making a compelling pitch**
- ☐ Anandita’s manager is frustrated because of her inability to gauge how much information is to be shared. Last week the VP asked for a status update, and she sent a very long mail including bug reports. Her peer from QA checked in on the same project and she replied, “I’m working on it”. **Contextualizing communication**
- ☐ Joy and Ali are from two different teams who worked together on a feature. Two months after release, the customer marks both of them on a mail about an issue. Joy and Ali are already working on other projects and neither wants to take it on, but someone needs to respond to the customer. **Solving an issue that needs dialogue**
- ☐ Arjun had committed to his manager that he would complete an internal audit (linked to an important external certification).He’d incorrectly estimated the time it would take and needs to let his manager know...but he’s anxious because he knows it means a lot to his manager. **Communicating delays/issues/other bad news**

Choose any 3 to make a one-day workshop

Speaking up with confidence

- Identify and challenge the voices in their head that prevent them from speaking up
- Apply body language tools such as power posing to look and sound more confident
- Practise a confident introduction to themselves

Contextualising communication

- Put themselves in the shoes of the stakeholder
- Identify what information needs to be provided (data or inference)
- Practise writing three different emails on the same topic to different stakeholders

Making a compelling pitch

- Articulate the attributes of a compelling pitch
- Learn and apply a structured approach
- Practise creating a pitch for a new product/process idea

Communicating boundaries

- Evaluate their emotional responses to setting boundaries
- Learn the 6 different kinds of No's
- Practise the best No to say in a range of contexts they must deal with

Solving an issue that needs dialogue

- Build skill in focusing on the larger picture; differentiating between needs and wants and using inquiry
- Practise arriving at the best possible outcome for cases they encounter

Communicating delays/issues/bad news

- Learn and apply the skills of specificity

**We could also add pre and post assessments
(having to recall learning cements it in long-term
memory)**

And we'll of course send out learning Nudges post the workshop to remind participants to practise applying what they learnt.

Ping if you'd like to talk. We're helpful like that.

Write to deepa@navgati.in



Curiouser and Curiouser

www.navgati.in

Our team

20 senior consultants

Passionate about people development

Our focus

Helping people be the very best they can be through exceptional quality learning events

Our experience

25 years

500+ clients

500,000+ people trained/coached

70+ customisable solutions



A few of our clients...

				
				
				
				
				
				
				
				