

# GUTSY

## Communication

Practical skills to help you communicate assertively and build trust through radical candour

In over three decades of experience, we've learnt that capable communicators have two things in common:

1. They have taken the time to learn the skills required to communicate effectively, and
2. They have the guts to challenge directly while caring personally by taking action

Being a capable communicator is a learnt skill. This program teaches you how to master communication by aligning what you say, how you say it, and how you display it. It highlights the key skills needed to communicate assertively and gives you tactics to help you navigate difficult conversations.

### Program nuts and bolts

Brief and effective, our pre-program analysis highlights individuals' communication style preferences and benchmarks their current capability in assertive communication and empathetic listening.

The group coaching phase will target the group's specific objectives (perhaps building psychological safety or enhancing team communication). Participants will walk away with a comprehensive 'how to' guide for all aspects of being a Gutsy communicator.

Participants will be accountable by demonstrating their increased capability and confidence through practical application of communication frameworks and real conversations.

Available in both half and full day sessions.

### What will you gain?

- ✓ Understanding of the four communication styles and how to identify and shift from your default style to assertiveness
- ✓ The ability to align what you say, how you say it, and how you display it through words, tone, and body language
- ✓ Skills in empathetic listening to build psychologically safe environments and enhance communication
- ✓ The radical candour framework to balance caring personally with challenging directly for assertive, transparent conversations
- ✓ Confidence to have robust conversations and provide feedback without sweeping issues under the rug

EFFECTIVE COMMUNICATION IS A  
**TWO-WAY PROCESS** THAT CREATES  
**MUTUAL UNDERSTANDING**



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