



MORE THAN WORDS
TRAINING FOR CONFIDENT COMMUNICATION
VIRTUAL TRAINING



“Having worked with More Than Words over a number of years, we were delighted to find that Adrian was able to offer virtual interactive training sessions in response to the Covid-19 global lockdown. With all our employees now working from home, ensuring they had the skills and confidence to engage professionally and confidently through virtual technology became vitally important overnight. The virtual nature of Adrian’s training enabled us to roll the programme out across our other offices internationally as well as in the UK, something that was not previously possible. The feedback we received from employees who participated has been overwhelmingly positive, including comments such as “the training is very engaging and interesting”, “one of the best training sessions I ever had”, “Now I am more confident in virtual meetings.”

Suzanne Pool, Director HR & Operations, A.M. Best

MORE THAN WORDS VIRTUAL TRAINING

“I’ve just attended a Virtual Sales Presentation Training with More Than Words, which has been really insightful and beneficial, both for my development and to see the team in action. I’ve really enjoyed the sessions and learned a lot to reflect and act upon.

- Jodie Bridge, Business Leader, Precision Diagnosis, Philips

Given how much we now interact with each other through computer screens, it’s fair to say that virtual engagement is here to stay. Training which not only helps people be effective in this forum, but which is delivered virtually is therefore essential. More Than Words’ interactive and experiential approach meets the need for such training. This document is a guide, showing the types of virtual training we deliver.

Typically, our trainings are delivered as a bespoke response to clients’ specific requirements; please, therefore, think of what you see here as a guide. We’re happy to create a hybrid solution, blending elements of different courses to meet your need. Feel free to discuss what you’re looking for with us; we find it’s a great way to understand and respond to you more personally.

As it is commonly recognised that people’s attention can wane during virtual engagement, we’ve devised courses to be delivered in bite-size chunks. Plus, participant numbers are purposefully kept low, so as to maintain focus and ensure everyone gets personalised input.

Be seen

Be heard

Be memorable

Strengthening Self Confidence

This session is for those wanting to gain more confidence in bolstering their right to be in a meeting, have a conversation or step in to the next role. It is geared around the principle that confidence begins with a state of mind.

The session covers:

- The importance state of mind plays.
- Becoming aware of the quality of internal dialogue and how to rationalise it.
- Recognising how we award others value, worth and status, so we can learn how to award this to ourselves.
- Building a personal 'confidence reserve' to call on when needed.



1 x 2 hour session



4 people

"The instructor was awesome in that he was actively engaging with the participants, even asking one of us to answer his question or participate in the discussion. He was very effective in delivering each class purpose to every one of us."

- Analyst, A.M. Best (Asia Pacific)

trust yourself





Personal Impact and Presence (PIP)

This session is for those who want to raise their profile in an organisation and have greater presence in meetings. It enables participants to be noticed in meetings beyond just 'knowledge' contribution.

The session covers:

- Understanding the dynamics of impact beyond what we say, especially how physical and vocal can add or detract depending on how used.
- Becoming familiar with physical alignment, freeing the body to work effectively while looking confident in the eyes of others.
- Learning to breathe efficiently: to aid relaxation, energise, think more clearly and develop a clearer voice.
- Speaking to be heard; developing the 5P's: Projection, Pronunciation, Pace, Pitch & Pause.

 1 x 2-hour session

 4 people

Gravitas

(Broadening PIP to explore internal choices which aid confidence)

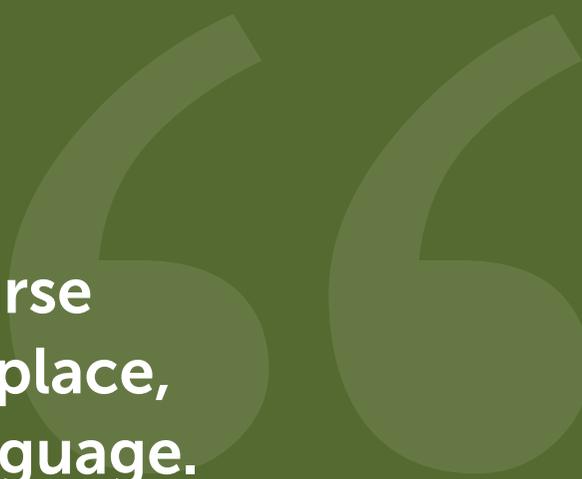
This course is for those who want to own their right to 'be in the room', to have a voice of authority and appear confident.

The sessions cover:

- Understanding the dynamics of impact beyond what we say, especially how our physicality and voice can add or detract depending on how used.
- Becoming familiar with physical alignment which frees the body to work effectively while looking confident in the eyes of others.
- Learning to breathe efficiently: to aid relaxation, energise, think more clearly and develop a clearer voice.
- Speaking to be heard; developing the 5P's: Projection, Pronunciation, Pace, Pitch & Pause.
- Becoming aware of internal dialogue and where we choose to place our attention.
- Discussion on how we award others value and 'status' based on variable criteria, then re-focusing the attention to award ourselves.
- Creating a 'confidence reserve' to draw on when needed.
- Practising delivery of confidence reserve with coaching on how to access and apply when needed.

 2 x 2-hour sessions

 4 people



“I recently attended a virtual training course with More Than Words through my workplace, examining first impressions and body language. You may have thought that it would be awkward doing this via webcam, but there was an enjoyable atmosphere between the trainer and the participants. Exercises were also adapted for online involvement, and for solo (at-home) participation. Given our current reliance on working from home, perhaps a virtual training on presenting is actually very timely!”

Lois Slator, Senior Scientist, Philips

Being Vocally Engaging (BVE)

This session is for those wanting to develop greater vocal dexterity in how they engage others. The focus is on ensuring tone and pace match the mood of the message to elicit appropriate responses from others.

The session covers:

- Ensuring tone of voice matches the intention of the message.
- Delivering direct messages so they land with authority.
- Playing with the rhythm (tone, pace, energy, pause) of speech to create more interest for the listener.
- How to generate emotional responses in others through vocal expression.

🕒 1 x 2-hour session

👤 4 people



Presenting With Impact

This course suits people at all levels in an organisation, it works for those new to presenting, those uncomfortable with it or those who want to refine their abilities.

N.B. this course incorporates material from PIP and BVE, focusing on delivery of self and material confidently.

The sessions cover:

- Understanding the dynamics of impact beyond what we say, especially how our physicality and voice can add or detract depending on how used.
- Becoming familiar with physical alignment which frees the body to work effectively while looking confident in the eyes of others.
- Learning how to breathe efficiently: to aid relaxation, energise, think more clearly and develop a clearer voice.
- Speaking to be heard. Developing the 5P's: Projection, Pronunciation, Pace, Pitch & Pause.
- Practising the art of silence; to help land the message, give others time to absorb information, and reinforce our strength as speakers.
- The art of eye connection. How to speak so people feel connected with how we engage them.
- Becoming familiar with the rhythm of language. Knowing how to vary pace, pause and pitch to nuance what we say.
- Planning ahead to define clear message, adapted to audience and with purpose. Then applying structure which gets attention and leaves clear messages.
- Practising delivery with personalised feedback and coaching

🕒 3 x 2-hour sessions

👤 4 people

Influential Interactions

This course is for those who want to practise greater communication flexibility in order to become more influential. Participants will understand their own communication preferences, and learn how to adapt intellectually and behaviourally to suit different situations and people.

The sessions cover:

- Becoming aware of the different elements that influence others as we interact with them; notably our:
 - State of mind
 - Choice of language
 - Physical style
 - Vocal engagement
- Exploring Energy States; a model which reveals different physical and vocal approaches which can be adapted to suit different work tasks and types of people we engage.
- Knowing how to align the body to appear confident and vary use of it to better suit different situations.
- Breathing which relaxes, giving time to think and release a voice of authority.
- Speaking to be heard; developing the 5P's: Projection, Pronunciation, Pace, Pitch & Pause.
- Becoming comfortable with silence to help land messages, while giving others space to consider and respond.
- Learning to neutralise vocal tone when delivering key, especially challenging, messages, so they land clearly.
- Exploring vocal choices of volume and pace.
- Layering language choices on to Energy States: left and right brain preferences (logic v relationship); and exploring the vocal sounds associated with each.

- Showing four types of communication style, applied to Energy States; revealing language, physical and vocal choices associated with each.
- Practising flexibility with different communication styles.
- Listening exercise to highlight how the mind gets in the way of us listening, and techniques to focus attention so we listen more effectively.
- The Flow of Influence. A model revealing different communication positions to come from in conversation, which allow others to feel more involved and valued. Practising using the model.
- Becoming aware of mind choices, to align the ones which reinforce our confidence in front of other people; regardless of who they are, or how uncomfortable the message we are delivering.
- Steering-in to have the necessary conversation.

Role play:

We highly recommend you add the optional 4th session, where actor facilitators are brought in to role play scenarios created by participants pertinent to work. Learning from the course is applied and different approaches are trialled to develop confidence in the participant's ability to be influential.



3 x 2-hour sessions. Option for 4th session with role play.



4 - 6 people



Achieving Peak Performance

The session is aimed at middle to senior management. It is designed to help them understand their worth, be proud of what they bring to an organisation and encourage them to achieve more.

The session covers:

- Defining qualities of peak performers; drawing on attitude and behaviour.
- The Mindset Principle – defining how outcomes are generated by the choices we make. Including conversation on fixed and growth mindset.
- Exploring how previous choices have influenced how we are now; to identify what makes us an achiever, but also any limiting beliefs we may have.
- Differentiating between Drivers and Blockers.
- Identifying how personal branding helps define what we want others to experience of us, and plays a significant part in defining how we choose to 'show up'.
- Defining and stating own personal brand.
- Visualisation as a tool to help picture what we could be next.
- Establishing gaps, between where we are and where we could be.
- Desiring the difference and choosing a goal for 'what's next'.
- GROWTH & SMART models explained and used to create steps to change.
- Buddying up. Working with a buddy partner from the group to agree ways forward; to hold each other accountable and support each other on the journey.

🕒 1 x 3-hour session

👤 Max 6 people

Emotional Awareness

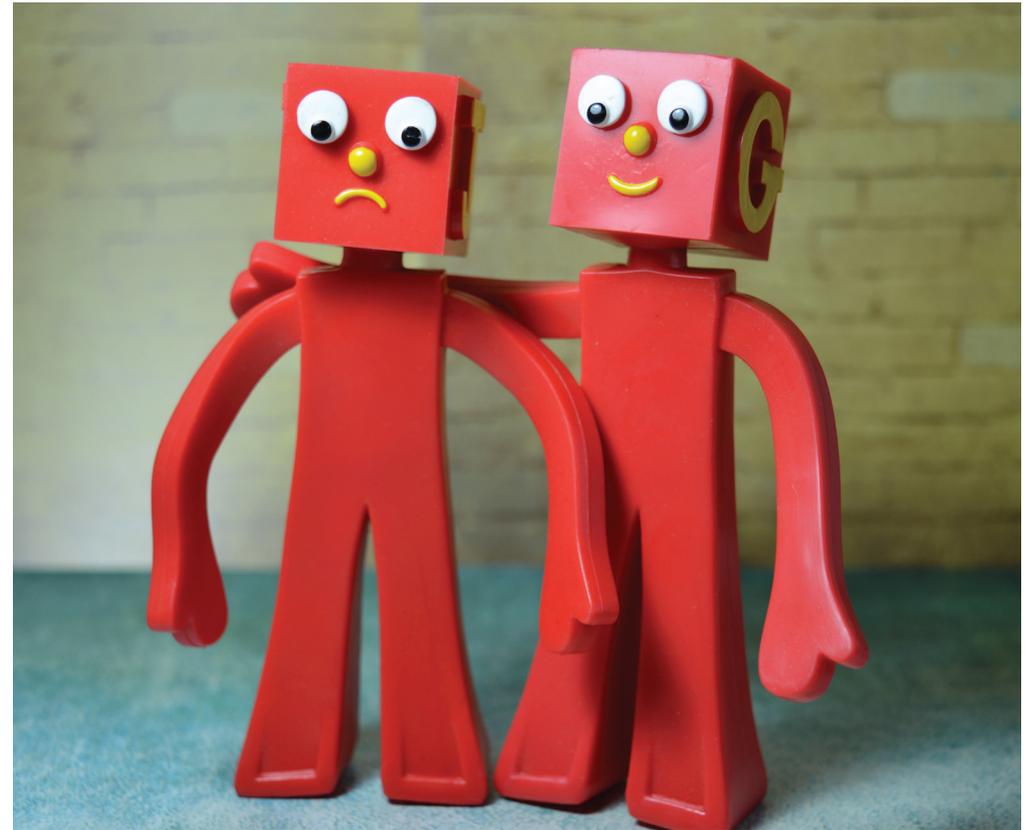
This session is relevant for people from all areas of business. It explains the Emotional Intelligence quadrants, and draws on Transactional Analysis models; enabling participants to recognise and understand what drives behavioural responses, so they can respond better in emotionally driven situations.

The session covers:

- Defining emotions, why we have them and what happens as we experience them.
- Identifying emotional triggers.
- Recognising how emotions generate physical responses in us and learning to calm them through breathing.
- Naming emotions in others; and, seeing it from someone else's perspective.
- The Emotional Intelligence model; to better recognise the stages, so we can 'name it, not be it'.
- Introducing Transactional Analysis: Parent, Adult, Child. Defining characteristics of Critical & Nurturing Parent, and Free & Adapted Child.
- Associating Parent & Child behaviours with physical, vocal and language choices, enabling better recognition in our self, as well as in others.
- Looking at the benefits of a balanced Adult role, both intellectually and behaviourally.
- Defining 'Drama Triangle' positions we are all capable of reverting to in pressurised and emotional situations. Exploring how they 'trigger' responses in others.
- Introducing the Winners Triangle 'Adult' position as an option for each of the drama positions. Practising shifting from Drama to Winner positions in mock scenarios.

🕒 1 x 3-hour session

👤 Max 6 people



Media Training

This course is aimed at those whose role requires them to respond to media on the telephone, radio or TV. The course focuses on vocal and physical nuancing, so people are perceived as confident yet responsive by the listener or viewer.

This is mostly delivered one on one, as it allows for a more bespoke response to an individual's needs.

🕒 1 or 2 x 2-hour sessions

👤 1 person



“I’ve worked with More Than Words both face-to-face and, more recently, as part of a virtual training, and wanted to say that I got as much out of the virtual session as I did from the in-person session.”

Charli Whittaker, Trade Marketing Executive, Philips



MORE THAN WORDS

Be seen. Be heard. Be memorable.

If you would like to know more about any of our training sessions, or would like help designing a bespoke course to suit a particular group or individual, we'd love to hear from you.

More Than Words

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Every **journey starts** with the **first step**,
take yours by **contacting us now...**