

Athena Program for Junior Professionals

April 12-13, 2010

Session Plan

Session Title	Effective Communication and Influencing Skills
Session Leader	Shelle Rose Charvet
Date & Time	April 12, 2010 1:00 pm – 5:00 pm
Breakdown of Timing	Gender Values Words That Change Minds Patterns Applications and Conclusions
Pre-program Readings/ Assignments	n/a
Handouts	To follow

Rotman



Joseph L. Rotman School of Management
University of Toronto

Session Description:

In this session, participants will discover some of their values at work and compare them to gender research and learn how to communicate differently with people who have different value systems. They will learn to ask questions that will help them identify what will motivate or de-motivate colleagues, clients, friends and family. They will use Influencing Language to increase their impact at work and at home in even the most difficult situations.

Learning Objectives:

- Identify one's own and others' values to increase understanding
- Understand the Gender Values Model
- Discover the questions to ask to uncover motivation
- Learn the Words That Change Minds Motivation Triggers
- Use the Macho Test to ensure even the most difficult person will at least listen
- Practice using the Influencing Language to increase impact and ability to convince