

Coaching & Training

Our highly interactive, practice-driven approach provides multiple opportunities to try out new techniques and quickly demonstrate improvement. Learning methods include realistic role-plays, video recording, self-assessments, targeted feedback and personal action plans. Participants leave with a toolkit of training materials that reinforce key learning points and make the skills stick. We also design and customize workshops to meet the specific needs of a target audience.

Present with Impact – Basic

Present ideas with confidence and credibility in both formal and informal settings. Learn techniques to command attention and respect during one-on-one meetings, across-the-table discussions and stand-up presentations. Express yourself with authority and conviction when speaking in person or virtually.

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Run Effective Meetings

Plan and conduct productive meetings that get results and make the best use of everyone's time. Take ownership and better manage group discussions. Move through agenda items and effectively facilitate conversations so everyone has an opportunity to contribute. Drive the meeting to an actionable close.

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The Power of Storytelling

Connect with audiences on a deeper, emotional level and move people to action through the use of narrative. Leverage the power of stories to communicate your purpose and values and what distinguishes you from the competition. Build on your personal and professional narrative and bring out the authentic storyteller within you.

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Women at Work: Making an Impact

Speak up, be heard and increase your visibility in the workplace. Project a commanding presence when interacting with direct reports, peers and senior management. Assert yourself to get your ideas across in high-stakes meetings and crucial conversations.

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Present with Impact – Advanced

Maximize your personal impact in high-stakes speaking situations with senior management and clients. Learn techniques to command attention and project executive presence during town halls, panel discussions, board presentations, etc.

[LEARN MORE](#)

Build Executive Presence

Present yourself in a way that projects confidence, poise and gravitas. Quickly build rapport and make a powerful first impression that helps you stand out from the crowd. Build on the strengths of your natural style to make an authentic and dynamic connection with any audience.

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Think & Respond Better on Your Feet

Think fast and respond effectively in spontaneous situations including meetings, interviews, Q&A, social events and other interactions. Learn fast-on-your-feet strategies to quickly organize your thoughts and deliver a confident response when you are put on the spot.

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Speak with Clarity & Confidence for Non-Native English Speakers

Learn the style and cultural nuances of American business communication. Sharpen your English speaking skills to communicate with greater clarity, credibility and confidence.

[LEARN MORE](#)

Make an Impact in Meetings

Learn how to collaboratively contribute and get your ideas across in fast-paced business meetings. Employ proven techniques and strategies to confidently interject and add value across the table, on the phone or by video. Demonstrate leadership even when you are not the meeting leader.

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Connect with Clients

Build rapport and engender trust with clients. Improve your listening and questioning skills to engage clients in meaningful dialogue and gain a deeper understanding of their needs and concerns.

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Manage Challenging Conversations

Handle different reactions and de-escalate tension in difficult discussions. Leverage a variety of negotiation strategies to help your counterpart feel understood and be more open to both new ideas and change. Guide the direction of the conversation to increase your influence and achieve the best possible outcome.

[LEARN MORE](#)

Present with Impact – Basic

Present ideas with confidence and credibility in both formal and informal settings. Learn techniques to command attention and respect during one-on-one meetings, across-the-table discussions and stand-up presentations. Express yourself with authority and conviction when speaking in person or virtually.

OBJECTIVES

- Structure ideas in a way they will be remembered
- Highlight key messages and themes
- Overcome common speaking problems including monotony, rapid-fire speech, excessive “ums” and “ahs”, etc.
- Use vocal variety to highlight important information
- Look and sound natural when speaking from notes
- Reinforce your message with posture, gestures, eye contact and movement
- Respond effectively to questions
- Control nervousness when speaking before groups—large or small

Present with Impact – Advanced

Maximize your personal impact in high-stakes speaking situations with senior management and clients. Learn techniques to command attention and project executive presence during town halls, panel discussions, board presentations, etc.

OBJECTIVES

- Translate technical jargon into simple, straightforward language
- Explain complex charts and graphs in a way that is easily accessible
- Handle interruptions, objections or divergent opinions tactfully
- Improve impromptu speaking skills and respond better on your feet
- Confidently field pointed questions when you’re put on the spot
- Read verbal/nonverbal audience signals and adjust approach accordingly
- Know when to stop and check in with listeners to confirm understanding
- Learn what to do if your allotted time suddenly gets cut short
- Maintain composure under pressure

Make an Impact in Meetings

Learn how to collaboratively contribute and get your ideas across in fast-paced business meetings. Employ proven techniques and strategies to confidently interject and add value across the table, on the phone or by video. Demonstrate leadership even when you are not the meeting leader.

OBJECTIVES

- Plan an effective pre-meeting strategy
- Structure thoughts into crisp points to get and hold attention
- Overcome common barriers to speaking up
- Break habits that can make it harder to be heard
- Learn how and when to pick your spot to add value to the discussion
- Get points across with power and conviction
- Use assertive body language to get noticed at the table
- Tactfully handle interruptions and disagreements
- Balance listening and talking

Run Effective Meetings

Plan and conduct productive meetings that get results and make the best use of everyone's time. Take ownership and better manage group discussions. Move through agenda items and effectively facilitate conversations so everyone has an opportunity to contribute. Drive the meeting to an actionable close.

OBJECTIVES

- Plan an effective meeting strategy with a results-driven agenda
- Set clear goals and determine desired outcomes for each agenda item
- Practice effective time management
- Control discussions when they get off track
- Ensure all participants are adding value
- Advocate for the ideas and projects of colleagues
- Handle interruptions and disagreements
- Manage challenging personalities including the rambler, naysayer, monopolizer, interrupter, side-tracker, etc.
- Overcome common pitfalls on conference calls
- Listen, recap and synthesize key discussion points
- Close by pinpointing action items, determining deadlines and assigning responsibilities
- Implement an effective follow-up strategy

Build Executive Presence

Present yourself in a way that projects confidence, poise and gravitas. Quickly build rapport and make a powerful first impression that helps you stand out from the crowd. Build on the strengths of your natural style to make an authentic and dynamic connection with any audience.

OBJECTIVES

- Determine what image you want to project
- Command the room from the moment you enter
- Polish your professional speech
- Project your voice to command attention and respect
- Use the power of the pause to add more weight to your ideas
- Avoid tentative language that lacks conviction
- Strengthen "in the room" presence with posture, gestures, movement and eye contact
- Exude gravitas under pressure
- Tactfully handle objections and divergent opinions

Connect with Clients

Build rapport and engender trust with clients. Improve your listening and questioning skills to engage clients in meaningful dialogue and gain a deeper understanding of their needs and concerns.

OBJECTIVES

- Plan an effective meeting strategy using a Meeting Strategy Planner tool
- Set the right tone and relate on a personal level
- Use dialogue-generating questions to extract valuable information from the client
- Overcome barriers to effective listening
- Read verbal/nonverbal client signals and adjust approach accordingly
- Know when to release your agenda and let the client lead the way
- Show how you have helped other clients deal with a similar challenge
- Handle different reactions and respond effectively to pointed questions
- Synthesize key discussion points and confirm action items

The Power of Storytelling

Connect with audiences on a deeper, emotional level and move people to action through the use of narrative. Leverage the power of stories to communicate your purpose and values and what distinguishes you from the competition. Build on your personal and professional narrative and bring out the authentic storyteller within you.

OBJECTIVES

- Understand why becoming an effective storyteller matters
- Discover what stories can do that cold, hard facts can't
- Learn the key elements that make a compelling story
- Use narrative to communicate who you are, spark action, engage teams and share your vision
- Use the power of dialogue to put the audience in the action
- Leverage effective delivery techniques to captivate your audience
- Know what story you need to tell and when you need to tell it
- Build your own story bank to draw upon
- Make storytelling a part of your daily business communication

Think & Respond Better on Your Feet

Think fast and respond effectively in spontaneous situations including meetings, interviews, Q&A, social events and other interactions. Learn fast-on-your-feet strategies to quickly organize your thoughts and deliver a confident response when you are put on the spot.

OBJECTIVES

- Respond clearly even when put on the spot
- Tackle pointed questions with poise and confidence
- Employ a 5-step approach to buy time, think and respond effectively
- Bridge to a point you want to make regardless of the question
- Avoid being caught off guard when you don't know the answer
- Structure and headline main ideas on the fly
- Know when to wrap up to avoid rambling
- Improve conversational skills and get comfortable making small talk

Manage Challenging Conversations

Handle different reactions and de-escalate tension in difficult discussions. Leverage a variety of negotiation strategies to help your counterpart feel understood and be more open to both new ideas and change. Guide the direction of the conversation to increase your influence and achieve the best possible outcome.

OBJECTIVES

- Plan, prep and practice for a challenging conversation
- Anticipate questions and reactions
- Set the right tone when opening the conversation
- Avoid language that shuts the door
- Understand the 5 influencing styles and determine your dominant style
- Balance assertiveness and cooperativeness
- Learn a 5-step problem solving approach
- Overcome barriers to engaged listening
- Use silence as a strategic advantage
- Bring the conversation to a successful close

Women at Work: Making an Impact

Speak up, be heard and increase your visibility in the workplace. Project a commanding presence when interacting with direct reports, peers and senior management. Assert yourself to get your ideas across in high-stakes meetings and crucial conversations.

OBJECTIVES

- Strike the right balance between assertiveness and aggressiveness
- Overcome weak, tentative tone, “up-speak” and other common speaking flaws
- Project a strong voice that exudes confidence and commands the room
- Delete weak qualifiers and verbal disclaimers that can sabotage a good idea
- Win the confidence game by adapting the right mindset
- Break down barriers to speaking up
- Know what to do when someone talks over you
- Respond effectively when someone dismisses your idea
- Increase your visibility inside and outside of the workplace
- Work the room at professional and social events
- Build relationships with a core group of influential colleagues

Speak with Clarity & Confidence for Non-Native English Speakers

Learn the style and cultural nuances of American business communication. Sharpen your English speaking skills to communicate with greater clarity, credibility and confidence.

OBJECTIVES

- Improve enunciation to speak clearly and distinctly
- Master the most difficult sounds in English
- Stress the right words and syllables to improve intonation and emphasis
- Eliminate common pronunciation mistakes
- Choose the right word to say what you mean
- Correct grammar and usage errors
- Gain a working knowledge of American business idioms
- Learn helpful phrases for business meetings and other situations