

# AGENDA

## Hands-on Coaching for LISTENING THE KEY TO TEAMWORK

Participants are invited to a real work session to implement real work improvements. They bring business improvement ideas to the meeting and try to get buy-in and teamwork from each other to get their ideas **implemented** and **measured** for tangible results. During the meeting they receive special skills coaching on how to succeed at getting support and measurable results. Some of that coaching is listed below.

### Introduction

- ◆ Proof that everyone is a customer.
- ◆ Verify intuitive skills and logical skill set.
- ◆ Set meeting structure for hands-on “learning from success.”

### Chapter 1 Listening for Other Points of View

- ◆ A new look at logic, emotions and decision-making (the nature of buy-in).
- ◆ Video coached skill demonstrations.
- ◆ Coached exercises on real business topics.
- ◆ Real business interactions — coached as they occur.

Outcomes: The ability to tell the degree to which others are open or not open to ideas and solutions. How to “read” other people’s willingness and motivation as well as the facts. Seeing the connection between logic and emotion (“emotional intelligence”).

### Chapter 2 Listening to Achieve Rapport

- ◆ Putting the “team” into teamwork.
- ◆ Establishing common goals in any interaction.
- ◆ Credibility and respect skills that work immediately.
- ◆ Video coached skill demonstration.
- ◆ Coached exercises on real business topics.
- ◆ Real business interactions — coached as they occur.

Outcomes: The ability to present a recommendation and establish a common goal at the same time. The ability to

prove respect for every point of view and establish credibility and two-way rapport during a conversation. The ability to dissolve negative reactions on the path to teamwork.

### Chapter 3 Listening to Clarify Problems/Opportunities

- ◆ Putting the “work” into teamwork.
- ◆ Clarifying problems, needs, resistance or reluctance in factual terms.
- ◆ Analyzing opportunities and consequences in depth.
- ◆ Video examples of superior diagnostic skills.
- ◆ Presenting cost-justified recommendations.

Outcomes: The ability to analyze needs and factually tailor solutions to fit individual points of view. The ability to lead a conversation from problem/opportunity analysis toward open-mindedness and positive solutions. Tangible results on recommendations that are taken to closure.

---

*“The PAR skills are especially valuable because they drive change. These are essential tools for entering into the complexity of today’s business unafraid.”*

Evan Williams, President  
Franklin International, Inc.

---

  
THE PAR GROUP  
2090 DUNWOODY CLUB DRIVE  
SUITE 106-71  
ATLANTA, GA 30350  
(800) 247-7188 OR (770) 493-7188  
WWW.THEPARGROUP.COM

# LISTENING THE KEY TO TEAMWORK

## A Robust Listening, Communication, Problem Solving and Teamwork Program

### The Product

This “listening” program is also a teamwork program. It is natural to link the two because, in reality, listening **and** teamwork must occur at the same time in a business environment.

What problem does this product solve? Namely, it takes the linkage of listening, communication, problem solving and teamwork to a further level than any other program.

The content of the program marries “emotional intelligence” with logical business skills . . . to link the skills that put the “team” into teamwork with the skills that put the “work” into teamwork.

The abilities to listen, recognize willingness, relate, debate, show respect, get respect, diagnose opportunities as well as problems, resolve differences, negotiate, sell, and inspire . . . are all needed for teamwork. This program enhances **all** of those abilities with one extremely well taught skill set that begins with listening and ends with real life teamwork.

### Added Benefits

This program contains a unique learning methodology that focuses people on how to learn from their successes instead of their failures or mistakes. Learning from success is not only more enjoyable, it speeds up learning and skill acquisition by 250% to 400%!

There is an introduction unit that sets the stage for “learning from success” and links it to applied teamwork. It establishes the point that in business “everyone is a customer” when it comes to listening, communications, problem solving and teamwork.

Then, there are three applied skill lessons that layer one skill on top of another as participants address real work in a real business meeting:

- ◆ Listening for other points of view. (A unique skill — never before taught in a business program.)

- ◆ Starting a business interaction with respect, and then maintaining it — in spite of differences.
- ◆ Diagnosing problems and opportunities in depth before making a transition to problem solving.

The above three skills are taught within a framework that leads to high rapport and creative teamwork.

### Specifications

This program applies to all audiences.

Each person receives a personal Coaching Kit . . . used during (and after) in real business interactions.

The Leader’s Kit contains award-winning video instruction, a meeting Leader’s Guide and coaching aids.

Duration: The meeting Leader’s Guide contains an agenda for a half-day, one-day, or day and one-half session. You can take the skills to any degree of mastery you desire . . . from “awareness” all the way to true, measurable proficiency.

An agenda summary is printed on the reverse side of this page. You can acquire individual chapters separately to supplement other training or coaching projects. Chapters one and two alone make an excellent communication skills program of shorter length. Chapter three includes problem solving and makes the “work” in teamwork an applied reality.



2090 DUNWOODY CLUB DRIVE  
SUITE 106-71  
ATLANTA, GA 30350  
(800) 247-7188 OR (770) 493-7188  
WWW.THEPARGROUP.COM