



INTERNATIONAL MEETING SKILLS

WANT TO MAKE YOUR POINT WITHOUT LOSING YOUR
FRIENDS?

with John Holmes
of
Frontline Training Solutions



Introduction

Thank you for your interest in this innovative and exciting meeting skills seminar. On the following pages you will find a detailed account of what to expect from the seminar and a registration form.

The seminar helps you improve your personal performance at international meetings and negotiations and includes:

- Handling cultural and personal differences
- Choosing the best approach for the desired outcome
- Accelerating relationship building
- Overcoming conflict and communication challenges in negotiations
- Making effective interventions with concise, logical and persuasive points
- Creating impact and building consensus
- Development of your skills, perception, intuitions and insights for your professional and social lives around the drivers of influence, self-control, assertion and the expectations you have of yourself, you have of others and others have of you

This physical course will take place in Florence.

Following receipt of your registration form and your formal acceptance onto the seminar, we will send you a Welcome Pack with all preparatory information.

Value-added

- Extensive manual covering all aspects in the seminar
- A recording of you practising some of the exercises on SDHC
- Low delegate to trainer ratio not exceeding six delegates to one trainer, thus providing personal attention and the opportunity for each delegate to try out and receive feedback on each tool

About John Holmes and Frontline Training Solutions Group

John is founder and director of Frontline Training Solutions Ltd (GB) and its Czech subsidiary, Frontline Training Solutions s.r.o. (CZ). For a quarter of a century the group has been offering leadership, meetings and communication skills training to national and international public sector bodies, specialising in the financial public sector.

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Dates, location, accommodation

Dates are always an issue for training. The dates stated below are intended but are also open to discussion to find the best fit for all. Where possible, we will alter dates to meet the greatest preference.

Location

Four consecutive days in Florence, Frankfurt or any location that works best for the majority. So far, we have two dates for IMS in 2024. At the time of writing, both are planned for The British Institute in Florence. If this course is run in-house, there is the option of running a 2 + 2 days programme, with a week or two in between.

Dates

- Tuesday 16th April to Friday 19th April 2024
- Monday 14th October to Thursday 17th October 2024

Suggested accommodation in Florence

The British Institute has kindly put together a helpful list of accommodation that has been found satisfactory by past visitors. Some locations are very close to the Institute itself.

<https://www.britishinstitute.it/en/your-florence/accommodation>

Booking and paying for accommodation is the responsibility of the participant. For those registering early we can share our preferences.

Seminar fees

Course fees - **€3.995** (not including participant's travel, subsistence, and accommodation)

Cancellation Policy

Policy if no replacement found for a cancellation

- Cancel 30 to 14 days prior to the training - **60% of the delegate fee**
- Cancel 13 to 7 days prior to the workshop - **85% of the delegate fee**
- Cancel 6 days or less prior to the workshop - **100% of the delegate fee**



Summary of Modules

Rapport and relationship building – This session introduces effective verbal and non-verbal techniques for building trust and accelerating relationships. This is a key foundation tool for the rest of the course and addresses a key skill and concept of living in the moment in addition to having one's mind on plans and strategies.

Outcome – Delegates are able to develop relationships at a deeper level more quickly, even with people with whom they do not share a natural affinity. The exercise develops active listening skills by encouraging delegates to respond physically to the speaker. Delegates will more responsive to the person they have in front of them rather than the person they wish they had in front of them. Delegates will learn to live in the moment and respond on a second-by-second basis.

Sounding Out Socially – Lobbying and information-gathering role-plays that give us the tools and awareness to take a strategic approach to our manoeuvres on the margins of meetings and at social events. Role-plays are used to practise techniques for making discoveries about the underlying values and needs of others. Delegates also learn how to keep a conversation going and to avoid being rejected socially.

Outcome – the delegates will develop greater confidence socially and learn to use their social time productively. SOS will also give them a stronger basis for making proposals and influencing a group.

PISA – A presentation structuring exercise that also provides valuable feedback on your style and delivery whilst presenting proposals at international meetings. PISA stands for Purpose, Important point, Supporting evidence, and Action. Each delegate uses this structure for a proposal for change and practises with a proposal from his or her own experience.

Outcome – Delegates uncover the true message they wish to put across and adapt that message for the best effect with the people before them. They will also be quicker, clearer and more influential. The structured approach will give the delegates greater confidence and credibility and help avoid confusion or unnecessary speech.

IRIS – Structure and phrases for intervening and maintaining a positive emotional atmosphere at the meeting or during networking. Can be used in conjunction with PISA. IRIS stands for Intervention, Recognition, Inclusion, and Summary. IRIS helps delegates prepare the ground for effective influencing by encouraging active listening of the other person and utilising the values they hold to reinforce their own position.

Outcome – Delegates quickly build alliances, resolve differences and build bridges towards consensus. IRIS avoids a debating style that elicits winners and losers and promotes a positive atmosphere of mutual understanding and flexibility.

Inter-Culture exercise – We explore intercultural communication in the context of managing dissent during an open discussion and examine the impact of cultural traits for handling differing positions on the desired outcomes of discussions. We will refer to the book *The Cultural Map* and focus on the dimensions of *Confrontational language v. Avoids Confrontation* and the dimension of *Emotionally Expressive v Emotionally Inexpressive*.

Outcome – The exercise acts as a mirror to differing cultural approaches to achieving positive outcomes from meetings. Delegates acknowledge their own preferred style,



particularly when under stress and look for ways to embrace the differences while keeping a firm idea of their overall objective and needs. They learn that culturally instinctive and culturally valued behaviour, that feels natural, clear and safe, can have a style that when working inter-culturally produces negative or undesired outcomes.

SWAG model – SWAG is a set of archetypes that help us alter our approach and style depending on the situation and the people we are with. SWAG stands for Spy, War Correspondent, Ambassador and General and each archetype reflects a recognisable style. SWAG is also used at this stage as an excellent method of helping us visualise the style we choose to project compared to how others perceive us.

Outcome – Delegates appreciate why they might take different positions at different times outside of a purely political or functional imperative, or why they might consistently approach a task in a similar way. Delegates become more receptive to other ways of seeing tasks and other people's positions and it helps develop flexible judgements. SWAG will help delegates plan for strategic influencing.

Personality colours and Style & Image Badges – We use colours to provide a simple yet very effective way of seeing where you place your emphasis and what others think about you. Are there gaps in how you see yourself and how others see you and what might be the implications of these gaps? Delegates create badges for themselves and each other to identify where there are gaps between how we see ourselves and how others see us.

Outcome - This fascinating study allows you to proceed to designing an influencing strategy and adapting yourself for greater impact. It also gives the insight to delegates about how they are seen perhaps by others and what they might need to start doing in order to change others' perceptions of them.

Live Issues – A case study from your own working life is developed with your personal trainer before and/or during the seminar and you identify an objective and your desired outcome. You play out the scene with your trainer in a small sub-group and apply the SWAG influencing model in order to achieve your objective and outcome. You receive feedback from your colleagues and have the opportunity to make repeated attempts to revise your approach. You take responsibility for choosing your approach and selecting which tools form the seminar to use to help you.

Outcome – Delegates are empowered to use the learning from the workshop in their working lives and to learn from each other's Live Issue. They also learn to give and receive constructive feedback and to apply it to improve their own performance.

Reunion Game – A game that draws on the many elements of the workshop and which asks you to apply them strategically in order to gain your objectives by influencing the other players. Players must gain their objectives through a series of meetings and networking and lobbying sessions, whilst maintaining their good relations with the other players. Prior to the game there is a presentation on what to do to identify and build strategic alliances at meetings. The game is followed by an extensive de-brief.

Outcome – Delegates gain an insight into their usual style and approach to meetings and the steps they can take to handle people and the flow of the meeting differently. They also learn that listening, recognising and striving to find a best fit for all the positions can gain them much influence and thereby get some of their issues accepted.



Role, function and attitude – working to a process, individually at first, that explores your attitude to your role at the meeting and seeks to align your values to that role. Using latest techniques, this section leads you to a revealing narrative about what you are doing and why you are doing it.

Outcome – Increased sense of ownership in your role at the meeting, leading to extending your initiative at key moments and reinforcing connection with the substance of the meeting and the people involved.

Leading & sharing – A series of exercises in pairs that root your learning of the concepts you have been working on during the course and allows you to examine your attitudes and reactions to taking the lead and being led when guiding/influencing others or being guided by them.

Outcome – Robust development of coping with uncertainty in your professional relationships and self-knowledge of your own personal red lines and their purpose. Exploration as to whether your red lines protect or hinder you. Increased confidence in yourself and trust in others.

Recent Testimonial

I just want you to know how much I enjoy your training. I wish I'd had this knowledge when I started my professional career; everything would have been much easier then.

I've been working in financial supervision for 7 years and, during this time, have experienced different and difficult situations when it comes to relationships with other people. Thanks to you, I got an opportunity to learn how to handle them. You were both so professional and you have such a good contact with the group.

I can conclude how important so called 'soft skills' are, and how they can improve your interaction with others. This is particularly important, when you have to struggle with 'difficult people'.

Testimonial from an NCA delegate at our online training, hosted by EIOPA.



The Programme

(the order of sessions will change according to the needs of the event)

Session 1

Rapport

Introduction

Personal needs and goals; how to achieve them on the seminar
Rapport and relationship building – Pacing

Session 2

Influencing

Introduction and re-cap

SWAG personality styles for influence and flexible responses
Dissent and inter-cultural adaptation
Exercise

Session 3

IRIS

The need to demonstrate and to be balanced, credible, focused and understanding

Introduction to the IRIS structure – language and process
IRIS exercise

Session 4

SOS

The value of values

SOS – Sounding Out Socially for strategic networking
SOS role-plays

Session 5

PISA

Making your point at international meetings and keeping your friends

PISA exercise

Session 6

Your narrative

Role, function and attitude

Process and Exercises

Session 7

Leading & sharing

Influencing and being influenced through uncertainty

Session 8

Live Issues

Live Issues – role-plays of personally challenging situations for selected participants

Session 9

*Meeting exercise
or Live Issues*

Reunion game (depending on the nature and size of the group) or further Live Issues



Registration Form for IMS

The International Meetings Skills seminar

Please complete this registration form and send by e-mail to John Holmes
john@frontlinetrainingsolutions.com

- Spring IMS – 16-19 April 2024

- Autumn IMS – 14-17 October 2024

- My organisation agrees to pay the cancellation fees

Signed

Contact Information

Name

Job title

Organisation & Division

E-mail address.....

Telephone number

Mobile