

## Power of Your Presence International 3½-Day Workshop Outline

Adapted from our original *Power of Your Presence Workshop* to address the added skills and perspectives required to effectively interact with a multicultural audience, this workshop is designed specifically for leaders and business professionals dealing in cross-cultural communications, negotiations, high-visibility and high impact positions, where having a poised and polished presence and the ability to communicate effectively under pressure or in new situations is essential.

Workshop activities are designed to provide each participant with practical hands-on experience in using new skills and applying new approaches. Exercises include group discussion, partner activities, a videotaped presentation, and two private one-on-one sessions with a facilitator.

To maximize opportunities for real-time practice and targeted individual coaching, workshop groups are kept small and maintain a 1:5 facilitator-to-participant ratio. Prior to the workshop, participants submit a profile questionnaire about specific cultural nuances and situations most relevant in their current role and work environment. During the workshop week, they also complete homework assignments (approximately one hour each evening) to deepen their experiential learning.

### WORKSHOP OBJECTIVES

- *Enhance leadership presence, poise, and polish in multicultural settings*
- *Improve cross-cultural communication and presentation skills*
- *Enhance the ability to establish rapport and persuade others, especially with culturally diverse stakeholders*
- *Learn to adapt one's Leadership Brand in a foreign land or with different cultures*

### DAY ONE

#### A. Opening New Doors

- Introductions and objectives for the workshop
- The Perception Model – how individual presentation and communication styles shape the way we are viewed in different environments or cultures
- Beliefs and culture: Their impact on perceptions
- Characteristics of Effective Global Leaders

#### B. Types of Power and Leadership Impact

- Calibrating the environments in which we work: Formal versus informal and other key characteristics
- Types of power, and cultural sensitivity regarding their use
- Understanding how participants' roles or positions are viewed by multi-cultural stakeholders

**C. Physical Presence and Inspiration Power**

- Identifying the three V's of communication – visual, vocal and verbal
- Assessing the impact of non-verbal behaviors on culturally different stakeholders
- Enhancing one's presence through use of culturally appropriate posture, gestures, eye contact
- Articulating ideas with proper voice volume, inflection and enunciation
- Understanding the impact of dress and grooming in overall presence

**D. Communication Principles to Enhance Leadership Effectiveness**

- Formats and requirements for presenting in different organizational or cultural environments
- Using Discovery questions to lead conversations, explore perspectives with others, and build a team point of view
- How conflict is viewed by specific cultures in which participants interact; managing the sliding scale of tension versus rapport
- Understanding the listening styles of others and responding accordingly
- How to present ideas effectively using a Roadmap Model

DAY TWO

**E. Behavioral Styles**

- Incorporating Behavioral Styles theory into presence, impact and influence in different cultures
- Identifying the four primary behavioral styles, incorporating cultural influences and insights
- Behavioral Style Survey: Participants assess their own preferred style and perspectives
- Calibrating the behavioral styles of others, allowing for cultural nuances
- How to bridge to others' orientations to enhance rapport and effective communication

**F. Tips for Enhancing Conference Calls**

- Applying cross-cultural sensitivity to the conference call environment – key challenges
- Ensuring clarity of roles and process on each call
- Using effective questions to facilitate inclusive communications
- Anticipating pitfalls and avoiding them

**G. Presence, Energy, and Personal Alignment**

- The importance of maintaining poise and staying balanced in new or difficult situations
- How to recognize when individuals are shutting down or pulling back
- Techniques for staying calm yet responsive under pressure

**H. Preparing for Participants' Day 3 Presentations**

- How to rehearse properly
- Using notes and the stage or presentation space effectively
- Preparing for questions and how to respond

**I. Private Feedback Sessions with Facilitator**

DAY THREE

**J. Thinking Effectively in Spontaneous Situations/Presentations**

- Guidelines for handling Spontaneous Presentations and “thinking on your feet”
- How and why to build in Response Time before answering certain questions
- Exercise: Fielding questions
- How to pinpoint limiting beliefs that can block presentation ease and command presence
- Using Focus Tools to overcome the butterflies or other communication disablers
- Participants deliver a prepared 5-minute videotaped presentation, fielding questions and receiving peer feedback

**K. Social Skills and Conversation Starters**

- Principles for rapport building in social settings
- Using the Communication Funnel to initiate and guide conversations with key stakeholders
- Participating in social settings when engaging with other cultures
- Review of social and dining etiquette in a workshop-specific cultural setting

**L. Homework and Private Feedback Sessions – Followed by Group Dinner**

- Participants meet with the facilitator to review their taped presentation, discuss their specific growth areas, and work on action plans
- Formal group dinner at a local restaurant (for practice of social skills)

## DAY FOUR

### M. Leadership Brand in a Foreign Land or Multi-Cultural Environment

- Avoiding cross-cultural misfires – aspects to keep in mind
- Cultural scales to calibrate – use of power, emotion, assertiveness and more
- Recognizing how land of origin becomes imbedded in one's leadership Brand
- Considering how one's current Brand may be viewed by specific other cultures
- Awareness of social media rituals and taboos in different cultural environments

### N. Advanced Persuasion Skills

- Leading through effective questioning to increase awareness and level of engagement
- Partner Exercise: Participants debrief Homework Assignment on an individual cross-cultural communication challenge, applying new workshop tools and perspectives to their specific situations

### O. Action Plans and Take-Aways

- Participants express their key learning areas for continued focus
- Ways to keep the learning alive after the workshop
- Closing exercises; adjourn

*To learn more about Power of Your Presence International, please visit us at [mariemoran.com](http://mariemoran.com)*

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