

A little less conversation, a little more action please GMP Workshop – Conversations with Confidence



Here's a piece of social-psychology trivia. Question: Do you know how much *meaning* is conveyed through the words you utter when speaking to someone else? Answer: Less than 10%. The rest is all in your body language and tone. Talk about actions speaking louder than words.

Last Wednesday, participants who attended GMP's 2nd workshop of the year at Marriot Hotel, 'Conversations with Confidence', learned about that interesting fact, and got an insight into the nature and behavioural predispositions of the human brain in interpersonal communication.

In the two-hour session, accredited corporate trainer, Robyn Hartley, expounded from her extensive experience on how to handle tough conversations we face everyday. Speaking emotively at times and urgently at others, she demonstrated and explained conversations under different stressful scenarios and why we behave that way.

Some nuggets of logic seemed so obvious (on the account of them being part of human nature) but so difficult to spot and address.



Notice his body language. It reads *"really interested"*.



Not quite stressful situations here. But a good place to give a go at handling potential ones.



Effective communicators in the making.

Robyn's solutions were the most crucial offering she had for the attendees. She taught how to approach difficult conversations through understanding and building rapport. For a good portion of the seminar, she incorporated participatory practice. Attendees were asked to get out of their seats, role play, shuffle around, and candidly display a range of emotional states, all to make sure nobody went home without having sipped a little technique.

"It's all going to seem awkward at first, but it takes a lot of practice and practice and practice and they will eventually become second nature," Robyn says.