



# The Art of Chat



This is best run as a **two-hour** workshop two weeks prior to a major function followed by a **one-hour** refresher workshop on the day prior to the function. Both workshops are highly interactive and practical.

**TARGET AUDIENCE:** Anyone who represents the organisation at events and conferences and is not a gifted conversationalist when meeting, greeting and engaging individuals and groups

## PROGRAM OUTLINE

### Most of us aren't 'naturals'

How our hardwiring affects our social interaction skills

### Awareness

Know your own strengths  
Know what to expect in others

### Preparation for the event

Developing general topics of conversation  
Developing topics tailored to your audience

### Joining a group

The first step towards 'working the room'  
A failsafe approach

### Starting a conversation

Simple steps to get going

### Steering a conversation

Changing course if needed

### Exiting a group

A failsafe exit strategy  
The first step towards the next group

### A challenge

Going the extra mile if you're an Extravert

## COURSE OBJECTIVES

At the end of the program, participants will:

- Have greater awareness – of self and others
- Have an easy-to-remember set of techniques
- Be more comfortable in gatherings
- Enhance the organization's brand in a range of forums

### About the presenter

Barry O'Sullivan has provided leadership coaching to over 350 leaders in the past nine years, following 22 years as a partner with KPMG.



From 2001 to 2004, he attended night classes at The Actors Conservatory covering 12 intensive subjects. He brings business, coaching, acting and personality type insights and skills to the program.

"The concept was instantly appealing to our organization. Many of our best people are not comfortable in large gatherings – but we need them to represent the company with distinction. Even our most introverted leaders enjoyed the program."

## RECOMMENDED OPTION

A refresher workshop just prior to your important event