

**Module: COMMUNICATIONS - 'CONVERSATION CONTROL'**  
**Program Duration 6 days**

- a. How to assess your conversation control?
- b. How to recognize cues & clues?
- c. When to use problem-centered and solution centered behaviour?
- d. How to change conversations through statements and request?
- e. How to use time dynamics in conversation?
- f. Why territory & permissions are important?
- g. Ways you win or lose in conversation?
- h. How to use facts and opinions to diverge and converge?
- i. How visuals can improve your verbal?
- j. Get your summarizing act together.
- k. Conversational seduction and how to manage it?
- l. How to challenge Assumptions and be assertive.
- m. The art of giving feedback.
- n. When you are positive and when you are negative?
- o. How to speed up and slow down conversations?
- p. How you can use conversation control skills?
- q. How to improve your conversation control?