

Adaptive communication

90-minute virtual session

In an increasingly diverse and fast-changing workplace, one-size-fits-all communication doesn't work. Leaders and professionals need to flex their communication styles based on the audience, context, and desired outcomes.

This practical session helps participants build the self-awareness and agility needed to adapt their communication, enhance collaboration, and increase their influence across different people and situations.

Learning objectives

- Understand why adaptive communication is critical in today's workplace
- Identify different communication styles and preferences
- Explore practical strategies to flex your approach for different audiences
- Learn techniques for building rapport, clarity, and engagement
- Develop a personal plan to enhance communication adaptability

Session format

Sessions are usually run on Zoom or Teams. Please let us know if you prefer a different platform.

Groups of up to 12 recommended, up to 20 if necessary. Please let us know if you have a larger group and we can tweak the session accordingly.

All participants receive a PDF of the slides, key learning points and pointers to further learning resources.

Sample timetable

9:00	Welcome and introduction <ul style="list-style-type: none">• The power of adaptable communication
9:15	Communication styles <ul style="list-style-type: none">• Overview of common styles (direct, analytical, supportive, visionary)• Recognising preferences
9:30	Flexing your style <ul style="list-style-type: none">• How to adapt tone, pace, content, and channels for different people and situations
9:50	Building connection and clarity <ul style="list-style-type: none">• Techniques for enhancing understanding and engagement
10:10	Action planning <ul style="list-style-type: none">• Identifying two specific communication behaviours to flex in your role
10:25	Key takeaways
10:30	Close