

CATEGORY	MODULE TOPIC	IVCO TITLE®	COACHING/TRAINING ACTIVITIES
Body Language	Understand and use gestures, movements and expressions to clarify your message	<i>YOUR BODY SPEAKS</i>	Mirroring, Individual Coaching
Body Language	Understand and use facial expressions to connect to audience	<i>YOUR FACE SPEAKS</i>	Mirroring, Individual Coaching
Clear Objective	Create a single, clear objective for Communications Situations	<i>H²O</i>	One Sentence Exercise for Highly Obvious Objective, Thesis EX
Communications 101	Understand your strengths & challenges in Communications with suggestions to Involve	<i>COMMUNICATIONS CALIBRATION</i>	Strengths/Challenges Exercise, Presentation, Conversations
Communications 101	Understand how to diffuse explosive situations with “I” versus “You” phrases	<i>BDU (BATTLE DRESS UNIFORM)</i>	Role Play, Individual Coaching
Communications 101	Understand the various types of Communications Situations (ComSits)	<i>COMMO 101</i>	Crowd-sourcing
Communications 101	Understand and use the “What’s in it for me” principle	<i>WIIFM</i>	Crowd-sourcing, WIIFM Exercise
Corp Communications	Know the Core Values, Mission, Vision in Corporate Communications	<i>VALUES, MISSION, VISION</i>	CVM Tree
Corp Communications	Understand and use strategies to inspire and ensure effective ComSits within teams	<i>INTRA AND INTER</i>	Com Strengths & Challenges, Role Play
Customer Service	Understand face to face Customer Service strategies for CS Professionals	<i>THANK YOU, PLEASE</i>	Role Play
Emails	Craft and send effective e-mails and messages	<i>EMAIL EFFICIENCY</i>	Email Writing Exercise
Evaluations, Leadership	Evaluate presentations and give useful feedback to peers and colleagues	<i>EVALUATE 2 MOTIVATE</i>	Evaluation Flow HO, Evaluation Practice
Filler Words	Understand, recognize and reduce the use of distracting filler words & sounds	<i>UM..SO..LIKE..YOU KNOW</i>	Clicker EX, Distractions Checklist HO
Goal setting, Leadership	Establish and achieve goals through proven strategies	<i>S.M.A.R.T.E.R. GOALS</i>	SMARTER Goals OPO, HO, Goal Setting EX, SDP
Goal setting	Use the Set, Plan, Execute, Evaluate, Reinvalidate Process to achieve goals	<i>S.P.E.E.R. of Success</i>	SMARTER Goals OPO, SPEER OPO, HO SPEER EX, SDP
Interviewing	Practice interview questions and answers	<i>INTERVIEWER FOCUSED INTERVIEWING</i>	Q&A Practice, S.T.A.R.Y. OPO, StoryBank HO
Interviewing, Storytelling	Understand, utilize and practice the S.T.A.R.Y. technique for interview stories	<i>S.T.A.R.Y. TECHNIQUE</i>	S.T.A.R.Y. OPO, Q&A Practice, StoryBank HO
Leadership, Comm 101	Understand the role of communicates in leadership	<i>Speak to Lead</i>	StoryBank HO, SDP
Leadership	Understand how to “Inspire a Shared Vision” with your team	<i>Be the LIGHT</i>	Leadership Challenge ©, Vision EX
Leadership	Create a leadership Philosophy and then act on it by example	<i>Lead by Example</i>	Leadership Plan Share & Eval EX, SMARTER Goals OPO, SDP
Leadership, Sales	Understand how to learn from each sale or action cycle and improve next one	<i>Iterate to Elevate</i>	Leadership Challenge ©, SDP
Leadership	Understand and plan to achieve peak performance in leadership	<i>Peak Performance: Know, Plan, Do</i>	SDP, Dawn to Dusk Ex
Master of Ceremonies	Learn effective techniques to prepare for and conduct an entertaining event	<i>MASTER M.C.</i>	MC Checklist HO, Audience Research EX
Networking	Learn most effective networking tips and techniques	<i>NODES, NETS AND KNOWLEDGE</i>	Networking HO, Practice
Networking	Learn and practice how to ask engaging questions in Networking situations	<i>THE SOFTBALL PITCH</i>	Pitch OPO, Pitch HO, Pitch & Evaluate EX
Note taking, Training	Learn most effective note taking systems for educational and training situations	<i>S.P.a.R.K.S. NOTE TAKING</i>	S.P.a.R.K.S. HO
Pauses, Vocal Variety	Understand the purpose of and uses of pauses and silence in communications	<i>POWER OF THE PAUSE</i>	1’s and 0’s, Individualized coaching
Pitch, Sales, Networking	Deliver compelling pitches	<i>ART OF THE PITCH</i>	Pitch OPO, Softball EX, Individual coaching, SDP
Pitch, Sales, Networking	Organize and craft compelling pitches, understand different kinds of pitches	<i>SKILL OF THE PITCH</i>	Pitch OPO, Softball EX, SDP
Q&A	Understand, utilize and practice proven strategies to effectively answer questions	<i>SAY WHAAAAAT?</i>	AAESV OPO, Q&A Practice

CATEGORY	MODULE TOPIC	IvCo TITLE	COACH/TRAINING EXERCISES
Sales	Understand and use basic sales techniques and strategies	<i>SALES 101</i>	<u>Little Red Book of Sales</u> , Role Play, Script to Flow Exercise
Sales	Understand and use strategies for successful telephone ComSits	<i>SCRIPT TO FLOW</i>	Sales Flow HO, Flow Exercise
Sales	Understand and use strategies for getting to YES in tough situations	<i>ADVANCE SALES STRATEGIES</i>	Sales Flow HO, Flow Exercise, role Play
Slideshow Presentations	Craft and deliver successful PowerPoint, Keynote and Slide Presentations	<i>SLIDERS</i>	<u>Slide:ology</u> ®, <u>Presentation Zen</u> ®, SDP
Slideshow Presentations	Transform slideshows and presentation decks into Brilliant Diamond Presentations	<i>BRILLIANT DIAMONDS DECKS</i>	<u>Slide:ology</u> ®, <u>Presentation Zen</u> ®, BDS HO, SDP
Speaking	Reduce your rate of speech (speed) for conversations and presentations	<i>NO SPEED RACER! NO!</i>	Reading aloud Exercise, Enunciation Ex, Mexico Test
Speaking	Understand and use the strategies to deliver brilliant presentations and speeches	<i>BRILLIANT DIAMOND METHODOLOGY</i>	BDS OPO, Role Play, Indv Coaching
Speaking	Understand and use the five C's: clear, concise, confident, constructive, 'compassion'	<i>CASHING IN YOUR C-NOTE</i>	Individualized coaching, SDP
Speaking	Use proven strategies to overcome fears in of public speaking	<i>FROM FEAR TO FIRE</i>	Individualized coaching, Allies EX, Research EX, SDP
Speaking	Use future pacing technique to move your audience from past to future	<i>FUTURE PACING</i>	Now-Future-Congratulate, EX, SDP
Speechwriting	Understand and utilize the most useful structure of any presentation <>	<i>BRILLIANT DIAMOND SPEECHCRAFTING</i>	Brilliant Diamond SpeechCrafting OPO, Crafting Exercise, Indv coaching, SDP
Speechwriting	How to go from an idea to a well-crafted speech	<i>FROM COAL TO DIAMONDS</i>	Brilliant Diamond Methodology HO, Crafting Exercise, Indv coaching
Stage Presence	Know your surroundings to aid in conveying your message	<i>COMMAND YOUR HOLODECK</i>	Mental staging, Stage Notes Exercise
Storytelling, Leadership	Organize and record your "bank" of compelling, ARC'ed stories	<i>INVEST IN YOUR \$TORYBANK</i>	StoryBank HO, ARCing, SDP
Storytelling	Use the story A.R.C. to tell and compel tales	<i>AESOP'S A.R.C.</i>	ARCing, StoryBank HO, Aesop's Tales PDF, SDP
Storytelling	Use dynamic techniques and styles to tell engaging stories	<i>10 TIPS TO TELL TANTALIZING TALES</i>	Griot EX, StoryBank HO, Aesop's Tales PDF, SDP
Storytelling, Sales	Collect and tell compelling business success stories with SPARB/SOSOB	<i>WE ARE THE CHAMPIONS!</i>	StoryBank HO, ARC HO, SPARB HO
Storytelling	Understand and use delivery techniques for compelling, engaging storytelling	<i>ART OF STORYTELLING</i>	StoryBank HO, SPD, Individual Coaching
Team-Building	Understand the role of communications in building successful teams	<i>WHERE IS THE "I" IN TEAM?</i>	Com Preferences EX, SMARTER Goal EX
Telephone	Understand and use strategies for successful telephone ComSits	<i>SMILES, NOTES & RECORDS</i>	Role play, Pre-recorded calls
Training	Understand and use techniques to conduct effective training sessions and workshops	<i>TRAINING TECHNIQUES & TIPS</i>	Training Tips HO, S.P.a.R.K.S. HO
Training	Understand and use techniques to evaluate training sessions and workshops	<i>GIMME F.I.V.E.</i>	Training Feedback HO, S.P.a.R.K.S. HO
Training	Use "Who, What, Where, When, Why and How" to organize training sessions	<i>WORKSHOPPING WITH THE 6WS</i>	6W Training OPO, Training Outline Exercise, S.P.a.R.K.S. HO
Verbiage	Replace "I" phrases with "YOU" phrases to attract the audience	<i>I OWE YOU</i>	Role Play, Individual Coaching
Verbiage	Understand and utilize the most appropriate words, phrases and jargon	<i>WORD SMITHING</i>	Word Exchange EX
Vocal Variety	Use Pitch, Rate, Inquisition, Volume, Attitude, Tone and Emphasis to keep attention	<i>P.R.I.V.A.T.E DANCER</i>	Vocal Variety HO
Vocal Variety	Project clarity, confidence, and knowledge with volume	<i>Bullhorn or Banshee</i>	Reading out loud. LOUD Doorframe, Diaphragm Ex

KEY: ComSits = Communications situations EX = Exercise/Activity HO = Hand out(s) OPO = One Page Overview SDP = Slide Deck Presentation



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Each module can be formatted into a speech, seminar, workshop, or coaching session.
 All sessions can either be delivered live or can be conducted online.
 Please contact me with questions or to request a session.
 #InvolveNow