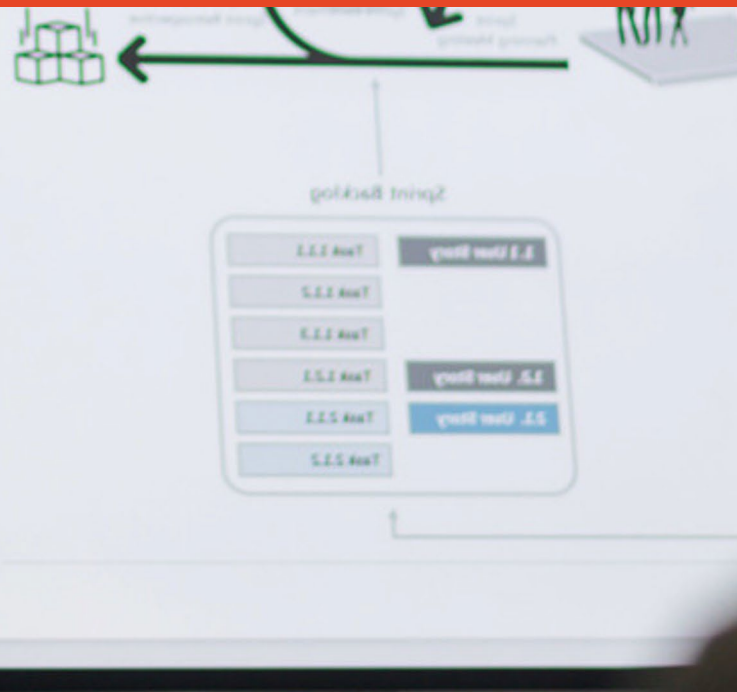




THE UNIVERSITY OF
SYDNEY

Communicate Confidently Under Pressure Course

*Centre for
Continuing Education*



Communicate Confidently Under Pressure Course



Confidence is built, not born. Our work environments often put us in high pressure or stressful situations, where we need to find the courage to speak up, share our ideas, or advocate for projects, colleagues and teams. We might find ourselves facing a difficult ethical scenario or be required to respond to challenging questions in a client meeting. Managers and senior executives have to know how to navigate change, and lead teams through difficult times. In these situations, knowing the correct answer isn't always enough. Communicating with confidence, as well as competence, is critical.

This course offers practical skills for anyone who wants to be able to communicate confidently under pressure. This course will help you remain calm, think on your feet, and present yourself in a polished and professional manner.

We will consider how to retain your confidence in high-pressure situations, how to communicate in a way that ensures other people hear your message, how to reduce tension and avoid further escalation, and how to overcome natural flight, fright or freeze responses. We'll discuss common business settings, consider when to deploy specific verbal and non-verbal communication techniques, and develop skills in responding when 'under fire' or when broaching difficult topics.



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

This course is available
for group bookings only.
Contact us to discuss
[class dates](#)

Intended audience

This course is suitable for a range of participants working in high pressure workplace environments, including those starting out in their careers as well as experienced professionals working in senior roles which demand effective communication in high-stress situations. Participants are encouraged to come to class with a specific scenario in mind which can be workshopped and discussed in the session.



Upon completion

Every participant receives a
University of Sydney certificate
of completion.



Aims

This course aims to help you:

- identify your authentic voice and style
- become self-aware and shift your mindset
- understand the unique value you bring
- improve your physical presentation and vocal presence
- learn active listening techniques and structured talking techniques
- adapt your approach to different situations
- understand how people perceive confidence and how you can project it.



Outcomes

By the end of this course, you should be able to:

- demonstrate your improved skill in planning to listen and quickly understand questions
- use 'pause gaps' and improve your use of honouring silence
- utilise methods of improving confidence and perceived confidence by refining your physical presentation and vocal delivery
- utilise a range of easy-to-use talk structures to respond to any question
- quickly translate ideas to speech.



Content

The course will empower participants using the following framework:

Positive mindset + enhanced listening and speaking skills + 'under fire' practice = a calm and confident communicator.

The first part of the course will focus on developing a **positive mindset**, by battling common fears and building confidence.

We'll consider:

- Building a positive mindset
- Developing a 'yes' perspective
- Removing fears and other obstacles
- Tips for tackling your triggers
- Building confidence

The second part of the course will delve into **enhancing your listening and speaking skills**. This will include:

- How to listen like you mean it
- Creating perceptions of confidence when listening and responding
- Using verbal and non-verbal prompts
- Levelling up your speaking skills
- When to interrupt, ask questions, make comments and offer solutions
- Etiquette for difficult conversations
- Thinking on your feet

The third part of the course will focus on **'under fire'** practice for challenging situations. We will practice:

- How to build your fluency and flexibility with 'under fire' practice
- Conquering the Q&A
- Responding to difficult questions
- How to handle mistakes and missteps
- How to collect and respond to feedback



“I really found the practice exercises useful as its an uncomfortable topic and the exercises were really effective for demonstration and practice.”

Matthew Dudley



Delivery style

This course is interactive and based on experiential learning. You will be involved in group conversations, discussing case studies and completing written exercises. There will be several opportunities to ask the course facilitator questions or request tips for dealing with your real-life situations.

Materials

Course materials, including a presentation and a course booklet, are provided electronically.

You will get the most from this course if you are:

- willing to contribute to group discussions
- confident communicating verbally in English
- comfortable participating in role-play style activities to practise the tools, techniques and skills



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



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We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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