

WORLD-CLASS THINKING...

INFLUENCE, NEGOTIATION AND WHAT REALLY MATTERS

A ONE-DAY CONFERENCE FEATURING

RICHARD MULLENDER AND PROFESSOR NORMAN DRUMMOND

Royal Garden Hotel, Kensington, London – Tuesday 19th September 2017

Key Learnings

RICHARD MULLENDER



When did you last listen, really Listen? As a hostage negotiator, **Richard Mullender** has built his career on developing elite-level listening skills. What he has to share with you will surprise and challenge you in equal measure. In a fast-moving session, you'll learn how to:

- build and gain trust and rapport, individually and as a team;
- listen with heightened awareness;
- deal with challenging people;
- amplify the power of your language;;
- understand why widely-held communication 'truths' undermine you;
- and exploit social and conversational conventions to maximise your influence.

PROFESSOR NORMAN DRUMMOND



There are many of us who have lost their sense of direction and who don't really know what they want or what matters most to them. They believe that material rewards define their success, yet they have no sense of joy and take no real pleasure in what they do. Then there are those who run, or suffer under unhappy regimes at work. Set-ups where people are fuelled by fear of failure rather than the joy of success. Where being humiliated is common and encouragement barely exists, and where individuals are interested only in their own gain and not that of others or the organisation as a whole. When this is the case, no one benefits. Staff turnover is high and morale low, productivity suffers and things go wrong.

In an inspirational session, **Norman Drummond's** guiding principles and thought-provoking questions will encourage us to continually search for our common humanity.

TIMINGS

Registration, coffee and rolls: from 8.15 am

Conference commences: 9.15 am

Norman Drummond: 9.25 am

Lunch will be served: 12.30 pm

Richard Mullender: 1.45 pm

Conference ends: 4.45 pm

All delegates are invited to a drinks and networking reception until 6.00pm

Venue address: Royal Garden Hotel, 2-24 Kensington High St, Kensington, London W8 4PT.

You can view the map and directions to the venue at <http://www.royalgardenhotel.co.uk/map>.

To register your places or to find out more we can be reached on 01224 636200, email team@benchmarkforbusiness.com or visit www.benchmarkforbusiness.com