



## Reading Non-Verbal Behaviour During Coaching

Professional Development Webinar – Wednesday November 18, 2020 @3:30pm (Atlantic)

**ADR Atlantic Institute** offers this professional development webinar to ADR practitioners, Human Resources Professionals, Managers, Supervisors, and Union Representatives.

### OVERVIEW OF THE TRAINING

Our body language constitutes more than 60% of what we communicate. Thus learning to read the non-verbal cues clients send is a valuable skill. From eye behaviour to the direction in which a person points his or her feet, body language reveals what a person is thinking. When a person's signals match their words, they increase trust, clarity, and rapport. Helping clients identify incongruity and assisting them to determine how they want to present to others is an essential skill for coaches.

The goal of this webinar is to identify common non-verbal behaviours and the true messages they convey through the following objectives:

- ✓ To understand the importance of identifying a person's normal behaviour pattern
- ✓ To recognize common flight behaviours
- ✓ To identify frequently observed fight behaviours
- ✓ To note pacifying behaviours
- ✓ To understand what feet and leg movements are communicating
- ✓ To perceive frequent torso movements and their potential meaning
- ✓ To observe hand gestures that tell the real story

**COST:** \$25 plus HST (ADRAI members);  
\$25 plus HST (CPHRNB members) €;  
\$40 plus HST (non-members)

€ - CPHRNB members: Please email  
[admin@adric.ca](mailto:admin@adric.ca) to request discount code.

**LOCATION:** Your computer via webinar  
(you will be sent a ZOOM link the day before  
the webinar)

**DATE:** Wednesday November 18, 2020  
Webinar – 3:30pm to 5:00pm (Atlantic Time)

**Register at:** [ADRAI Events](#) (use Ctrl+Click to  
activate link)

CPHRNB may grant CPD hours for this event.  
ADRAI will recognize this event for  
Professional Development purposes

### Facilitator – Dr. Brenda Kelleher-Flight, Ph.D.

As a **Certified Professional Coach**, Brenda helps individuals and teams align their actions with their desired outcomes, master the skills necessary to plan for, achieve and measure their desired results, and achieve the working climate or life they desire.

As well as being a **Qualified Mediator** and a **Master Business Coach**, Brenda holds a **Ph.D. in Governance**. She works with all types of boards and their CEOs to build strong productive teams, use time efficiently and effectively, and plan ensuring the results desired are achieved.

Her specialties include:

- Strategic and Business Planning
- Management
- Alternate Dispute Resolution
- Board Governance Policy Development and Facilitation

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