

**National
Theatre**

Theatreworks
Communication
skills for business

**MAKE
YOURSELF
HEARD**

SAY SOMETHING THAT MOVES PEOPLE



‘An empowering session with simple key takeaways that will help me in my working life.’

Making an Impact participant

Theatre is for everyone. The dramas that unfold on stage enrich us all, revealing something important about our everyday lives.

Theatre skills are for everyone too. You can use the same techniques as actors and directors to tell your own stories, to present yourself powerfully – to shape how people see your world.



Directors and actors know that the secret to a great performance isn't just talent. It isn't some kind of magic.

It's practice.

In the rehearsal room, actors explore ways of using the breath, body and voice, making mistakes and rethinking ideas until they almost **can't** get it wrong.

Theatreworks gives you a space to rehearse the same theatre techniques using your own workplace messages. So, when it matters, you'll feel ready to embrace the spotlight.

MAKE
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EVERY
COURSE
WE RUN IS
D/FFERENT
EVERY
EXPERIENCE
IS **UNIQUE**
EVERY
COURSE
WE RUN IS
D/FFERENT



Every session we run is carefully tailored, based on who the participants are and what they want to achieve. Some are short, sharp, energising masterclasses; some are full-day workshops with lots of one-to-one attention. We can hold sessions at your own venue, online, or at the National Theatre.

All are run by facilitators who are experienced actors, directors, or both. And all share those vital rehearsal room techniques so that, when your moment comes, you can perform at your very best.

Our facilitators have a strong connection to the artistic work of the National Theatre as well as wide experience of corporate environments. They understand the latest training and management models, and some run businesses of their own. So they know how to apply their techniques to the workplace.

→ **Take some risks**

→ Rehearse real scenarios

→ Be more you

→ See immediate results

PRACTICE
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PERFECT

SKILLS FOR ALL

Page 11: Making an Impact
 Page 13: Having Better Conversations
 Page 15: Managing Conflict
 Page 17: Storytelling for Business

Private sessions for whole teams,
 or open sessions for individuals.



ENDLESSLY ADAPTABLE

We can adapt our courses to all kinds of settings. For instance, to perk up a conference's sleepy afternoon slot or enliven your online lunch-and-learns. Or even to bring some excitement and creativity to your away days and work parties.

To keep the inspiration going, we can also build sessions into your existing onboarding and training programmes.



SKILLS FOR LEADERS

Page 21: National Theatre
 Leadership Programme
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Bespoke sessions for
 cohorts or individuals



SKILLS IN CONTEXT

Page 24: Standout Customer Service
 Page 24: Better Connections Online

For groups large and small.



SET YOUR STAGE

Courses take place in our dedicated learning spaces at the National Theatre. We can also come to you, or offer sessions online.

MAKING

AN



**Be the kind
of speaker
people love
to hear**

Leading a team meeting? Making a presentation or a pitch? Whether you're dealing with a handful of people or a hundred, you might get nervous in front of an audience – which could make it trickier to convey your true personality and purpose.

In this session, you'll find an approach to public speaking that works for you. We'll think about what you need to achieve: do you want to celebrate, to challenge, to inspire?

Then you'll practise sharing your own workplace messages with an audience, exploring different techniques to help you to speak authoritatively and memorably.

This course will help you to:

- understand what makes a speaker interesting and engaging
- listen actively and productively
- manage nerves and stay focused under pressure
- use your voice, body and breath to speak with presence and control
- affect others using your personality, purpose and authority
- speak more confidently to an audience

IMPACT

CONVERSATIONS

HAVING

BETTER

CONVERSATIONS

HAVING

BETTER

CONVERSATIONS

HAVING

BETTER

CONVERSATIONS

HAVING

BETTER

**Build great
rapport
and lasting
relationships**

It might be an everyday catch up during a morning meeting. Or it may be a more delicate conversation – dealing with a tricky client or managing up. The reality is, every workplace interaction leaves an impression.

This session will help you to have empathetic and productive conversations. We'll examine your default style. Then we'll explore how you can dial certain elements up – or down – as you need to. How and when might you project status? How do you use eye contact, posture, tone of voice, to make a connection?

Finally, we'll role play some real-world scenarios. So you can leave feeling confident in your ability to build rapport, reach consensus, and leave everyone feeling heard.

This course will help you to:

- choose the right communication techniques for the right moment
- sensitively navigate complex interpersonal dynamics
- listen and respond with imagination and empathy
- adapt your communication style to different people and situations
- handle unexpected moments with confidence
- resolve challenging conversations collaboratively



MANAGING

Reaching
resolution
when the
stakes
are high



This session helps senior stakeholders to handle challenging workplace conversations: those interactions that define relationships, set strategies and determine business performance.

By encouraging you to notice what people in the room are doing, rather than what they're feeling – or what you think they're feeling – we'll help you to keep calm and guide everyone to a productive outcome. So, whether you're dealing with unreasonable behaviour or delivering a difficult message, you can steady your ship and stay on course.

Yes, drama is about conflict. But it's also about resolution – which is exactly what these techniques will help you to achieve.

This course will help you to:

- create safe, supportive, collaborative spaces for conversation
- listen actively and question constructively
- recognise people's needs and feelings, including your own
- recognise your trigger points and manage them under pressure
- adapt your body and voice to different audiences and contexts
- balance multiple points of view to reach constructive solutions

CONFLICT

Turn business messages into compelling stories

We are all storytellers. Whether you're reading to children at bedtime or presenting slides to your team, you're taking an audience on a journey. At the National Theatre, we spend our days thinking about how to tell the most impactful and memorable stories.

This course looks at the shape and structure of good stories. You'll explore elements such as language, metaphor, imagery, dialogue, character and connection. And we'll give you space to apply these ideas to the workplace messages you need to share.

So, whether you're describing a product or proposing a change in procedure, you'll keep your audience with you from the beginning, through the middle, right to the end.

This course will help you to:

- understand the power and value of storytelling in business
- use a toolkit of approaches to help you go beyond objective delivery and reporting
- creatively apply narrative structures that make business messages clear and easy to follow
- react in the moment to capture and engage your audience
- build on the connections between your physicality, voice and message
- influence and persuade others using inspiring storytelling techniques



‘Theatreworks engages participants in a courageous way and encourages people to open up. It never disappoints in bringing people together. Participants are still making connections with each other six months after the course has finished.’

Dr Paul Gentle, Programme Director, Advance HE



GIVE →→

GREAT

→→

DIRECTION →→

National Theatre Leadership Programme: Inspiring Communication for Business Leaders

‘As a theatre director, I bring teams together to realise an artistic vision, and I use the same skills to lead a large, complex organisation. Clear communication, the ability to build relationships and inspire confidence – these are key to the success of any business.’

Indhu Rubasingham
Director of the National Theatre

Every theatre production involves extraordinary collaboration across different disciplines, from stage crew to sound, from wardrobe to box office. We help business leaders to achieve this kind of collaboration between their own teams.

Our leadership programme covers key skills, plus a choice of additional, specialised modules. So, it can be tailored to your specific cohort – women in leadership, perhaps, or subject-matter experts moving into management roles.

The result: each participant leaves with the tools to be a more authentic and empathetic leader, capable of directing their people to great things.

1. Start with:

Skills toolkit: presence and impact

2. Add your
choice of
modules:

Authentic
leadership

Storytelling
for leaders

Building
collaborative
cultures

Giving
effective feedback

Managing
conflict

Personal
coaching

3. Finish with:

The Future You: action and reflection

COACHING: KEEP UP THE GOOD WORK

‘Having coached clients through TEDx Talks myself, I knew how valuable having a coach would be for me... I also wanted to find additional support from someone I hadn’t worked with before who could give me a fresh perspective.’

Jo Browning,
Communications Coach and TEDx Speaker

Even coaches need coaches. If you’re preparing for a keynote speech or an important pitch – or if you simply want to deepen your learning following another Theatreworks course – we can help.

Our experts will work with you to identify your goals. Then, considering everything from vocal technique to authority and presence, they’ll develop a bespoke plan to help you reach them.

If several of your team need support, you could try a Coaching Clinic. Our facilitator will visit your venue and, over the course of a day, work with up to five individuals in one-hour slots.

This kind of coaching is a great way to learn new skills – and make sure they stick.





SKILLS IN CONTEXT

Standout Customer Service

Exploring body, voice, status and dynamics, these sessions help participants to engage visitors, handle tricky situations, and encourage customers to return. They're ideal for teams in museums, galleries, security, retail – anyone who needs to be welcoming yet authoritative.

Better Connections Online

Designed for teams who work across the globe, these sessions help you to make your online meetings more productive.

We'll look at how to use your camera, your eye contact – even different features of your platform – to keep your audience switched on.

DARE TO PLAY

Creative Collaboration

Maybe you're planning a summer or Christmas party. Maybe you're celebrating a big win at work. Or maybe your team just deserves a great day out.

Featuring anything from props to puppetry, our Creative Collaboration sessions allow teams to explore teamwork through creativity and play. If you like, we can give you a tour of the theatre. We can even take care of the food and drinks.

You'll be having so much fun you won't realise how much you're learning.

Amazing away days

Let us shape and facilitate an unforgettable away day for your people. Expressing your big ideas through exercises, demonstrations and performance, we'll make sure your teams leave informed and inspired.



PUT ON A GOOD SHOW

‘Our leadership team appreciated working with a director for whom giving feedback is a huge part of their job. They learned valuable skills.’

Nicola Halsall, Senior Talent Development Manager
Penguin Random House UK

As well as supporting the shows you see at the National Theatre, our work funds several education programmes. These help people up and down the country to:

- access their National Theatre, in person or online, by the time they leave school
- use theatre and drama to develop creative and foundational skills
- be a part of the creative industries, especially those who are under-represented

So, when you work with us, you’re not only learning to tell your own stories. You’re helping others to write their own.



READY FOR YOUR MOMENT IN THE SPOTLIGHT?



Let us know what you and your people need.
We can make it happen.

Email:

theatreworks@nationaltheatre.org.uk

Website:

nationaltheatre.org.uk/theatreworks

**'No notes.
Honestly, great.'**
Making an Impact participant

**BE A
HARD ACT
TO FOLLOW**