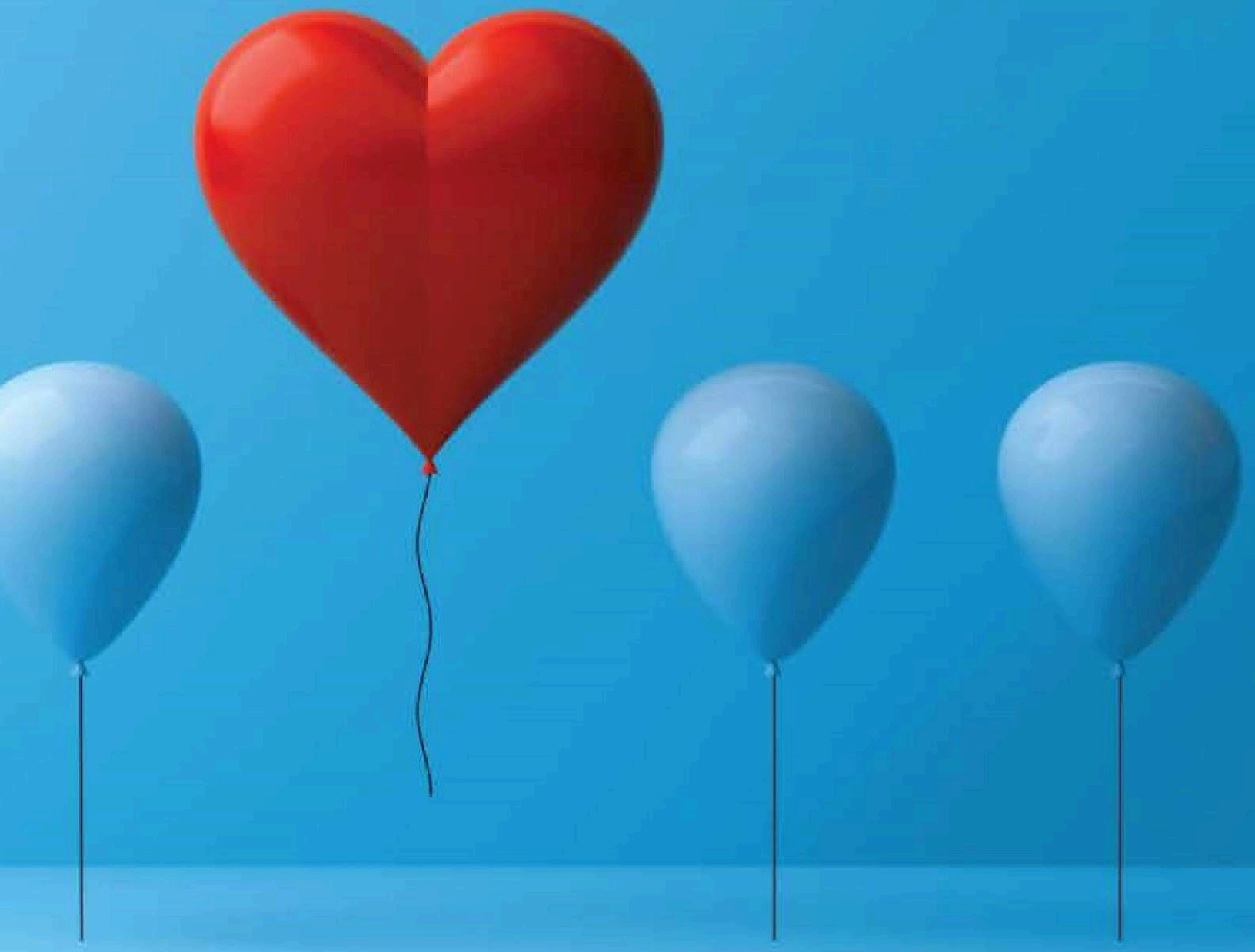
Heartful Communication offers a 4-day Workshop



LEAD SMART – WITH HEART!

BUILDING HIGH-TRUST CULTURES, ONE CONVERSATION AT A TIME

OVERVIEW

In today's high-pressure corporate world, communication often becomes purely transactional—focused on efficiency, speed, and outcomes. Yet, great leaders know that **authentic connection** is at the heart of sustainable leadership and healthy cultures.

LEAD SMART - WITH HEART is a **signature 4-day immersive, in-person workshop at *Kanha Shanti Vanam***, offered by the **Heartful Communication team**. It helps working professionals and leaders build **high-trust cultures** through conscious, compassionate and impactful communication.

Rooted in the principles of **Nonviolent Communication (NVC)** and enriched by the **Heartfulness approach**, the workshop helps you to elevate interactions and move from managing conversations to **transforming relationships**.

The program is led by **Liz Kingsnorth**, Global Director of Heartful Communication, an internationally experienced NVC & Heartfulness trainer and leadership coach, with an accomplished team of facilitators. **Lead Smart - With Heart** blends enhanced awareness of self and others with practical tools to create profound change—within yourself and across your teams.

KEY **BENEFITS**

- Discover why **empathy is a total game-changer**
- Don't just manage conflicts – **transform** them into assets
- Develop **pause, poise, and presence** under pressure
- Work **productively** with people with whom you have difficulty
- Learn **what breaks connection** – and what builds it
- **Make skilful requests** that others want to fulfil
- Turn anger and criticism into tools for **team coherence**
- Get from **No to a shared Yes**
- Confidently hold **space for differing perspectives**



I have been a major beneficiary of the transformative approaches of Heartful Communication as a leader. Empathic listening with the intention of understanding the underlying needs of self and others helped me go deeper in resolving conflicts. I strongly recommend all leaders to attend this program to enhance their effectiveness."

— Anilkumar SG,
Founder & CEO,Samunnati
Asian Institute of Management 'Triple A' Awardee

WHAT YOU **WILL GAIN**

- A deeper understanding of **your own patterns** in communication
- Capacity to **empathise**, even **under pressure**
- A reliable **framework to express clearly** without blame, shame, or judgment
- Ability to **navigate conflicts** in sustainable and inclusive ways
- A lens to **see beyond fixed positions** and reach shared purpose
- Confidence to foster **psychological safety and trust**
- Insight into how to use **power as an enabler**
- Lead with greater **wisdom, integrity and presence**

WHO **SHOULD ATTEND?**

Team Leaders & Department Heads – Enhance collaboration and trust

HR & L&D Professionals – Bring relational intelligence into leadership development

Project Managers & Cross-Functional Leaders – Navigate tough conversations and achieve alignment

Senior Executives – Lead with authenticity and inspire loyalty and engagement

Start-up & Social Entrepreneurs – Build heartful value-based cultures from the ground up

Working professionals & self-employed individuals – Bring clarity in listening and speaking to all your interactions.



> Heartful Communication is more than a methodology — it's a way of being. It empowered me to lead with clarity, authenticity, and compassion.
>
> **— Teja Reddy,**
> *Executive Board, CEO's Office, HTC Global Services*

COURSE **FLOW**

EXPERIENTIAL, REFLECTIVE, SKILL-BASED

DAY **1**

The Foundations of Connection

- Language that disconnects
- A new lens for understanding human behaviour
- The power of empathy and presence
- Connecting with our own selves deeply

DAY **2**

Listening and Connecting with Empathy

- Unlock the potential of Deep Listening
- Recognizing and shifting disconnecting habits
- Practice Deep Listening across diverse situations
- Learn emotional detox techniques that foster empathy and presence

DAY **3**

Expressing and Self Leadership

- How to express clearly without blame or criticism
- Developing practical emotional intelligence
- Managing your inner world under pressure
- Speaking your truth with care and courage

DAY 4

Transforming Conflict and Building Trust

- The 'Third Way' – resolving conflict creatively and sustainably
- Differentiating between 'Power Over' and 'Power With'
- Offering and receiving feedback with empathy and respect
- Integration, group reflection and ways forward.

READY TO BUILD **A HIGH-TRUST CULTURE**?

VISIT: www.heartfulness.org/heartful-communication

EMAIL: hc@heartfulness.org

REGISTER - hfn.link/lead-with-heart