



**Good communication is the bedrock of relationships, team work and healthy company cultures. The goal of this course** is to provide participants with proven techniques for enhancing communication effectiveness with others face to face, in meetings and over the phone.

## Proven Course Objectives

- Reaffirm and build on existing communication strengths
- Identify barriers to avoid that break down communication
- Increase your impact and clarity when communicating
- Invite greater understanding and cooperation from others when communicating expectations or making a request
- Confirm understanding with effective two-way communication
- Review and practice effective listening approaches to enhance your listening skills
- Explore essential ingredients of successful communication
- Confirm one or two steps you will work on to become a more effective communicator

## Audience:

Managers, supervisors, and employees who wish to strengthen their ability to communicate with others more effectively. Group size: from 12 to 24 people. This course is ideal for greater communication consistency within entire departments or even company-wide training.

## Participant Benefits:

- Inviting better responses and results from coworkers and customers
- Approaches for greater communication confidence, clarity and consistency
- Options for improving one and two-way communication and trust
- Listening approaches to practice beyond the workshop
- Relationship and mutual respect enhancement reminders
- Proven tools for enhancing departmental or organizational information sharing

## Accountability and Measurement

This one-day workshop includes prep email, self-assessments and a follow-up email practice after sessions to accelerate and reinforce application after the training. These follow-up approaches (and optional compatible training modules) help boost sustainability and daily practice by more of your people. A half-day condensed format is also available for leadership teams.

## Program Delivery Includes:

- Interactive workshop and useful reference workbook
- In session Individual personal communication improvement plan
- Quick and helpful Self-Assessments and group hands-on practice
- Executive summary of all participant feedback

## Program Length/Commitment:

Our most popular program structure is: one full-day interactive training. A half-day condensed format is also available for leadership teams.

## Target Growth Areas:

- Interpersonal skills
- Shared understanding/teamwork
- Self-knowledge-Self-management
- Relationship improvement tools
- Listening skill improvement
- Leadership communication tools
- Interdepartmental communication
- Greater cooperation/team trust

*“The single biggest problem in communication is the illusion that it has taken place”.*

*George Bernard Shaw*

**Testimonials** “would you recommend this workshop to others?” Out of the last 10 workshops we conducted, 100% of attendees said **“YES”**.

When asked to Who or why? Some of the many participant comments were:

- *Best communication class I ever attended!*
- *All of our company!*
- *Good for every organization.*
- *Gives some very realistic and life situations for communication.*
- *To all Supervisors.*
- *Co-workers, so they can be better listeners.*
- *Others in my group and my boss.*
- *Everyone has room for improving*
- *Colleagues I work closely with.*
- *Co-workers – we all can use some help communicating with others.*
- *All engineers to communicate better with our customers.*
- *Other co-workers.*
- *Working level leaders in the company.*
- *The whole company.*

## Program Investment

This Instructor-led, interactive workshop brings returns on your investment in tangible ways at an affordable price.