

Human communication is one of those elusive skills that is easily taken for granted. It is not just the ability to speak, it is an art. Effective and productive workplace communication requires diligence and practice. It is imperative to learn how to successfully enhance your personal communication styles and "tools" to develop a personal confidence that will transcend the workplace and affect your overall abilities, both personally and professionally.

POWERFUL COMMUNICATION: TOOLS TO ACHIEVE RESULTS

It's an undeniable fact. Whether in the workplace or in our social lives, everyone could benefit from more effective communication skills. The way in which people communicate with one another can make all the difference between success and failure, efficiency and ineptitude, or profit and loss. Miscommunication is normal. In fact, learning to communicate effectively is such a complex procedure, it's a miracle that it happens at all. Communication when it matters most (with colleagues, at meetings or negotiations, during disagreements, etc.) requires skill, thoughtfulness, and the ability to take responsibility for the way others may interpret your message. Communication should not be left to *chance*.

This workshop provides participants, primarily managers, supervisors, and team leads, with a clear understanding of the tools necessary to effectively communicate with others. The program incorporates the DiSC assessment, which illustrates how attitude and differences among people can be a primary source of understanding. It is both an informative and team-building experience.

WHAT WILL I GAIN FROM THIS WORKSHOP & HOW WILL IT HELP ME?

Benefits: Upon completion of this workshop, participants will be able to:

- Participate, contribute, and build relationships more effectively
- Understand the power of attitude: How to monitor and adjust their attitude
- Send and receive clear, accurate messages more effectively
- Listen more actively to understand what others are saying
- Manage nonverbal messages that are sent/received that create mixed messages
- Manage conflict more effectively by understanding the DiSC work styles
- Understand their own work style and develop a deep understanding for the different styles of their colleagues in order to significantly increase communication with them

Powerful Communication: Tools to Achieve Results

Sample Agenda:

- Targeted Questions: The art of focusing on the goal through questions. The right questions can help resolve problems, rather than focus on the obstacles.
- Self assessment via the DiSC model. An accelerated learning process, which involves participants teaming up by work style and investigating their own style and how to optimized communication with other work style preferences.
- Why communication fails and what each person can do to close the gap. Insightful research on communication gaps, plus solutions to close these gaps.
- How attitude impacts communication. It isn't the words that are used that convey the message. Words are only 7 percent of the total message.
- Preview and Review: Straightforward steps to get messages across clearly.
- What prevents us from listening and how we can improve our listening ability.
- The power of intention. The context of the communication is even more important than the words you use.

Methodology:

This workshop is very Interactive and is based on accelerated learning, minimal lectures, focus group activities, experiential learning, group discussion, case studies, and benchmarked business practices.

Audience:

Primarily managers, supervisors, and team leaders.

Time Frame:

One day.