

Communication Skills: Results through Collaboration

Length: 3 Days

Summary: Communication skills are an essential element every employee and manager must have as part of their standard tool set. Professionals must be able to speak clearly and listen well to establish effective collaborative relationships and to align personal and organizational goals to get the job done.

COURSE CONTENT

1: BUILDING A FOUNDATION

- Adopting simple, concise and direct language
- Identifying basic communication principles
- Applying a communication process model

2: SETTING CLEAR GOALS FOR YOUR COMMUNICATION: DETERMINING OUTCOMES AND RESULTS

- Soliciting feedback
- Matching intentions and results

3: INITIATING COMMUNICATIONS

- Figuring out what to say and the best way to say it
- Paying attention to verbal and nonverbal cues
- Creating a strong connection when face-to-face communication is missing

4: AVOIDING COMMUNICATION BREAKDOWNS: CREATING VALUE IN YOUR CONVERSATIONS

- Strengthening your relationships
- Distinguishing value from waste

5: TAKING PERSONAL RESPONSIBILITY

- Recognizing your role in communications
- Identifying internal and external factors that impact your communications
- Establishing message feedback
- Communicating nondefensively

6: TRANSLATING ACROSS COMMUNICATION STYLES: IDENTIFYING COMMUNICATION STYLES

- Recognizing your style and the style of others
- Strengths and blind spots of each style

7: BRIDGING COMMUNICATION STYLES

- Closing communication gaps
- Being flexible without compromising your identity

8: LISTENING FOR IMPROVED UNDERSTANDING: TOOLS FOR ACTIVE LISTENING

- Asking clarifying questions
- Confirming the message
- Demonstrating respect, empathy and sensitivity
- Listening for the entire message

9: INTERPRETING NONVERBAL CUES

- Intonation
- Rate of speech
- Volume
- Gestures
- Facial expressions
- Posture
- Use of space
- Dress
- Eye contact

10. ACHIEVING GENUINE COMMUNICATION: CREATING OPENNESS

- Determining when to speak up and when not to
- Identifying appropriate degrees of disclosure
- Establishing value and trust

11. A MODEL OF BEHAVIOR

- Identifying how you interact with others and how to make improvements
- Calibrating the variance between what you want and what you express

12. MATCHING YOUR BODY LANGUAGE TO YOUR MESSAGE

- Enhancing your message to gain your intended results
- Creating believable and credible messages
- Ensuring that your attitude supports communication
- Speaking through silence

13. CROSS-CULTURAL COMMUNICATION: NAVIGATING BEYOND CULTURAL BOUNDARIES

- Developing greater sensitivity to cultural differences
- Building greater accountability and trust on teams

14. WORKING WITH FILTERS AND ASSUMPTIONS

- Raising your awareness to avoid misunderstandings
- Uncovering hidden assumptions
- Recognizing filters in yourself and others

15. WORKING CONSTRUCTIVELY WITH EMOTIONS: DEALING WITH ANGER

- Overcoming personal challenges
- Expressing your anger constructively
- Minimizing defensive reactions in others

16. MANAGING EMOTIONALLY CHARGED SITUATIONS

- Defusing an emotional situation while maintaining your composure
 - Taking responsibility for your emotions
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