

Effective Communication

This program focuses on the purposes of communication, desired results and on individual strengths and weaknesses. The different communication styles and techniques are explored and the steps required to ensure understanding are outlined.

Program Content:

Introduction

- The Value of Effective Communication
- Communication as a Core Competency
- Workshop – How Sharp are You?
- Program & Participant Objectives

The Importance of Communication

- Workshop – Creating a Clear Message
- What is the Purpose of Communication?
- Self Assessment – Determining Your Strengths and Weaknesses
- How Communication Affects Relationships
- Corporate Culture and Communication Styles
- Workshop – Communicate Effectively

Effective Listening

- Barriers to Effective Listening – Why do We Listen the Way We do?
- Steps of Listening
- Essential Listening Components

Silent Communication

- Body Language – What Are You “Really” Saying?
- Personal Space
- Voice and Tone
- Barriers to Effective Communication

Written Communication

- To Write or Not to Write
- Getting your Message Across – Creating Understanding
- Emails, Memos and Letters – Begin with the End in Mind

Goals to Improve Your Communication

- Areas of High Priority
- Setting Goals and Timelines
- Measuring Success

Facilitation: 1 day (1 Gold Seal Special Industry Course (SIC) Point)

