

Communication Training

Why communication training is important:

Good interpersonal skills are at the center of business success. They are easy to lose however, and even a small misunderstanding can throw the office into an unproductive spell and create much frustration for everyone, including your clients.

When people miscommunicate, things fall apart. Edward Deming, the father of quality management, said: *“People can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can’t deal with the difficult people in their lives.”*

This workshop is designed with the intention to boost the moral, increase levels of trust and collaboration in the office and teach participants how to be savvy in their interactions with co-workers and clients.



Content Outline:

Participants will:

1. Identify what is a “fact” and what is “fiction” and their importance in maintaining clarity.
2. Understand the brain’s ability for cognitive distortions and their affect on communication.
3. Explore how expectations lead to “self fulfilling prophecies” and what to do about it.
4. Learn how “selective listening” works and how to focus on the message.
5. Listen with your ears, eyes, and body. Focus on the speaker without judging.
6. Discuss four communication styles and learn how each one impacts relationships.
7. Use DISC to identify their personality type and how it can affect others.
8. Learn these two powerful communication tools to take control of any conversation.

Course Objectives:

- Build trust, by learning to listen with empathy, attentiveness, and an open mind.
- Stay in control by understanding how to communicate with different personality types.
- Convey confidence by understanding how to respond to different styles of communication.
- Maintain clarity and avoid miscommunication.
- See the big picture and avoid stress.
- Avoid office drama.
- Built credibility.
- Change negative attitudes and create a positive environment.
- Be savvy with words and know what language to use in each situation.
- Be pro-active and prevent communication problems as soon as they occur.
- Resolve conflict quickly to avoid emotional cost.

By the end of the workshop participants will be able to develop their personalized plan that will help them communicate with clarity and influence. They will be able to:

1. Better define their professional role.
2. Develop appropriate boundaries without being passive aggressive.
3. Understand others' reactions according to personality and communication style.
4. Clearly state expectations they have of others and understand what others expect of them.
5. Commit to taking responsibility for the result of their communication.

