

Please Help Me Understand: Learning Effective Communication Skills

The opportunity for errors in communication is greater than ever in today's work environment. Technology has created a faster pace, there's a more diverse workforce and customers have higher expectations. This creates fertile ground for misunderstandings that can lead to hurt, anger and hostility. This seminar is full of practical ideas and tools for learning how to communicate effectively by using active listening techniques to create dialogue for clarity and better understanding with supervisors and customers and within teams.

Upon completion of this program, participants will be able to . . .

- Recognize the positive and negative factors that contribute to the communication process
- Recognize what triggers defensive postures and how to avoid them
- Listen for clarity and understanding
- Practice questioning techniques to create effective dialogue
- Manage difficult situations through dialogue
- Understand the power of effective communication within teams

ELEMENTS OF COMMUNICATION

- Factors contributing to the communications process
- Psychological dynamics of communication
- Conscious and unconscious messaging

INTERPERSONAL DYNAMICS

- Triggers to defensive postures in communication
- Impact of personality types

IMPROVEMENT STRATEGIES AND SKILLS

- Listening skills; skills for questioning and giving feedback
- Articulating needs
- Learning to dialogue effectively
- Defusing negative interactions

Format consists of full-day or half-day workshops and provides participants with tools for effective communication. Program is designed for employees at all levels.