

Communication Skills: Results through Collaboration

Length: 3 Days

COURSE CONTENT

BUILDING A FOUNDATION

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

SETTING CLEAR GOALS FOR YOUR COMMUNICATION: DETERMINING OUTCOMES AND RESULTS

- Soliciting feedback
- Matching intentions and results

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

AVOIDING COMMUNICATION BREAKDOWNS: CREATING VALUE IN YOUR CONVERSATIONS

- Strengthening your relationships
- Distinguishing value from waste

TAKING PERSONAL RESPONSIBILITY

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

TRANSLATING ACROSS COMMUNICATION STYLES: IDENTIFYING COMMUNICATION STYLES

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

BRIDGING COMMUNICATION STYLES

- Closing communication gaps
- Being flexible without compromising your identity

LISTENING FOR IMPROVED UNDERSTANDING: TOOLS FOR ACTIVE LISTENING

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

INTERPRETING NONVERBAL CUES

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

ACHIEVING GENUINE COMMUNICATION: CREATING OPENNESS

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

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

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

CROSS-CULTURAL COMMUNICATION: NAVIGATING BEYOND CULTURAL BOUNDARIES

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

WORKING WITH FILTERS AND ASSUMPTIONS

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

WORKING CONSTRUCTIVELY WITH EMOTIONS: DEALING WITH ANGER

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

MANAGING EMOTIONALLY CHARGED SITUATIONS

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