

## Communication Skills: Results through Collaboration

Length: 2 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

### **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

### **WORKING WITH FILTERS AND ASSUMPTIONS**

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