

Communicate with Meaning

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
- Objectives

The Importance of Communication

- Communication as a Core Competency
- Workshop – How Sharp are You?
- 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

Verbal Communication

- Face to Face Communication
- Voice and Tone
- Barriers to Effective Verbal Communication

Effective Listening

- Three Levels of 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

Written Communication

- Getting your Message Across – Creating Understanding
- The Importance of Organizing Your Thoughts Before Writing
- Workshop – Can You Follow Directions?
- E-mails, Memos and Letters – Begin with the End in Mind

Goals to Improve Your Communication

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