

OBJECTIVE

Help participants become more effective communicators to increase productivity and improve morale in the workplace.

STRATEGY

Allow participants to accurately assess their current strengths and areas for improvement. Then allow time for lecture, group participation, skill practice, role-play, case studies, and coaching to improve skill levels and ensure adult learning takes place.

PARTICIPANTS WILL

- Assess their skill level
- Comprehend the art of two way communication
- Develop better listening skills
- Understand non-verbal messages they are sending and how to adapt for clearer communication
- Learn to read the non-verbal messages being received
- Develop techniques for projecting a positive verbal message
- Improve their ability to give feedback without judgment
- Utilize techniques to effectively manage voicemail
- Learn how to write clear and concise e-mails
- Create action plans and apply the training to life

Each participant will have hands-on opportunities to practice all skills and techniques.

PARTICIPANTS RECEIVE

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

LENGTH

One day workshop.



COMMUNICATION SKILLS FOR LEADERS

CLASS SIZE

Maximum class size is 16 participants.