

Communication Skills Effective Communication

Program Overview

The single greatest barrier to effective communication is your assumption that the message you send is the message that is received. Often your *non-verbal* communication conflicts with your verbal message. This program is designed to help improve your communication skills. The strategies covered include, defining elements of effective communication, uncovering communication style, benefits of pro-active communication, conflict resolution skills, and scenario practice sessions.

We are experts in how adults learn. In addition to traditional classroom teaching methods, our program is highly interactive. It includes videos to reinforce the classroom materials plus experiential learning exercises and discussions.

Program Length

Full or half day programs are available.

Program Objectives

This program will help you improve your communication skills. You will learn how to define elements of effective communication and to uncover your communication style. The program will outline the barriers to effective communication and the common causes of miscommunication. You will learn important listening skills (a key to effective communication), how and to focus on the needs of your audience, and how to avoid or resolve conflict. You will gain an appreciation of how these skills impact your success.

Program Content

1. Primary Modes of Communication
2. Barriers to Communication
3. Verbal and non-verbal communication
4. Effective Messaging
5. Active Listening
6. Avoid or resolve conflict
7. Putting it all together