



## Communicating to be Understood

### Duration: Two-day Workshop

Communication is critical in the workplace, and there are many ways we can all improve. This benefits our own careers as well as improving our working and personal relationships. Good communication is simply good business. Surveys show that poor communication is one of the root causes for workplace stress, higher absenteeism, and people leaving the organization. The Communicating With Clarity workshop teaches you how to recognize and respect different communication styles. You will walk away with an understanding of your individual power to make professional communications choices.

### Objectives:

- Identify and eliminate barriers to effective communication.
- Make an impact on others when you communicate.
- How to provide and receive both positive and constructive feedback.
- Learn and practice responses to difficult situations

### Workshop Topics:

- Demonstrate openness through the use of body language.
- Use non-verbal language to prepare your listener.
- Read non-verbal signs to help you to adapt what you say and how you say it.
- Build your ability to express ideas clearly and concisely to team members and groups.
- How to listen and respond in a helpful, respectful manner.
- Establish trust, respect and credibility through the use of assertive communication.
- Learn how to provide meaningful feedback.
- Keep disagreements from escalating into full-scale conflict.
- Listening and presenting accurate information.
- Communication ideas, information in a clear, organized manner.
- The Communication Process.
- Concepts about communication.
- Barriers to effective communication.
- Understand how your personality style has an impact on how you listen and respond to people