

Course Description

Success in any endeavor is dependent on your ability to communicate effectively. Most of people are fairly good communicators – yet everyone can improve. Becoming more aware of the fundamentals of communication and learning to adapt those fundamentals to the people and fluid situations you operate in can dramatically improve your communication and your effectiveness. This seminar provides powerful insights into critical skills such as listening, communicating assertively, giving feedback so others will listen, influence communication, communicating in and through conflict and confrontation and much more. Specific and practical communication tools will be provided and practiced. You'll walk out of this seminar more relaxed, confident and a better communicator – guaranteed.

Course Objectives

This course will help attendees:

- Understand the power and importance of listening while immediately improving their listening skills.
- Reduce the stress created by communication gaps.
- Enjoy working with and communicating with a wider array of people.
- Communicate more concisely and assertively, especially in “tense” situations.
- Provide more effective feedback to peers, subordinates, bosses and family members.
- Adapt their communication styles to be more influential and effective with people.
- Present themselves and their ideas in a manner that gets others to listen to them.
- Learn to guide a discussion with questions

Overview

This course is specifically designed to provide new perspectives, tools and skill sets to help you be a more effective communicator. It focuses on the foundational elements of communication and how to adapt those to the specific situations and people you deal with. The power of effective listening to build relationships and open communication channels is stressed. The fundamentals of “influence communication” and how to guide with questions will be covered. Assertive communication techniques and scripts will be provided. You will learn how to give feedback that is more readily accepted by others – whether subordinates, peers, bosses or friends and family members. And you will learn how to keep your composure during conflict and confrontation to increase the positive outcomes of those encounters.

This course will help you better appreciate and understand how to leverage the power of effective communication to increase your positive impact.

AGENDA

- What is “Effective Communication”? – Foundational elements of effective communication
- Common communication gaps and frustrations
- The power and importance of listening
- Listening 101 – What you were probably never taught
- Assertive communication techniques
- Providing feedback so others will listen
- How to expand and adapt your communication style
- Communicating through conflict and confrontation
- Influence communication – guiding with questions rather than telling
- Presenting yourself and your ideas
- Alternative communication channels – e.g. email, voicemail, etc.
- Action planning
- Continued learning processes

Related LifeChampion® Topics

- Handling Conflict and Confrontation
- Building High Performance Teams
- FASTSTART for New Supervisors
- Win-Win Negotiation Skills

Additional LifeChampion® Resources

- FREE Simple Disciplines E-ZINE
- AUDIO and VIDEO training resources
 - Customized and off the shelf
- ON-LINE, ON-DEMAND Video Training
 - Coming Soon