



The most successful people are those who are great communicators. This highly effective five-day skill-building workshop offers a complete package of the most commonly used forms of communication. In this workshop you'll practice and polish your abilities in five significant areas: listening, writing, oral presentation, interpersonal communication, and influencing others.

Participants will learn to:

LISTEN EFFECTIVELY

- ❖ Assess your listening skills: the "L-I-S-T-E-N" assessment
- ❖ Define listening as "empowering others by taking them seriously"
- ❖ Know why effective listening is critical to your success
- ❖ Practice active listening
- ❖ Apply the tools and techniques of effective listening and avoid the pitfalls

WRITE EFFECTIVELY

- ❖ Assess your writing skills
- ❖ Structure your writing so that meaning leaps from the page
- ❖ Get the desired response from your readers
- ❖ Write powerful, easy-to-read memos, letters, and reports
- ❖ Keep in step with today's preferred styles and grammatical usage
- ❖ Use e-mail effectively



MAKE EFFECTIVE ORAL PRESENTATIONS

- ❖ Assess your oral presentation skills
- ❖ Grab - and keep - your listener's attention in an oral presentation
- ❖ Convert your nervousness into a dynamic style
- ❖ Employ presentation tools and techniques including audio-visual aids effectively
- ❖ Adapt your presentation to the changing needs of your listeners
- ❖ Convey credibility in order to convince even a skeptical group

IMPROVE INTERPERSONAL EFFECTIVENESS

- ❖ Assess your interaction style using the Insight Inventory
- ❖ Apply the Communication Wheel model to identify and describe effective and ineffective communication
- ❖ Understand and appreciate the strengths of your own style of communication
- ❖ Understand and appreciate the strengths of other people's styles of communication
- ❖ "Flex" your communication style to more effectively interact with, communicate with, and work with other people
- ❖ Solve problems, make decisions, and develop and implement plans effectively

INFLUENCE OTHERS

- ❖ Assess your influence skills - can you get what you want, even in difficult situations?
- ❖ Separate the "people" from the "issue": make a human connection and level the playing field
- ❖ Resolve the issue on its merits
- ❖ Identify "interests" - both yours and theirs
- ❖ Get creative
- ❖ Employ objective standards to resolve remaining differences
- ❖ Prepare for and conduct productive conversations. Influence others effectively and be appropriately open to being influenced by others

Although this program is available in several formats, five full days is recommended.

