



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.*

