

How to Increase Communication and Get the Message Across - 1 Day

Course Description: This one-day course will focus on ways to use communication to inform and influence others. Participants will understand how to focus a message and use effective communication skills to gather information. This course will recommend ways to build stronger communication skills and provide insight into different communication styles. Participants will gain new power by using specific words to shape the message and by asking questions that get noticed.



virtual
instructor-led

Course Objectives:

Objective 1: Evaluate how to approach people

- Analyze the value of small talk
- Identify perception
- Examine what impacts perception
- Compare reducing perception differences
- Discuss how to gain understanding
- Demonstrate what to do when you mess up

Objective 2: Analyze communication styles

- Develop ways to increase understanding
- Compare kinds of communication
- Differentiate what communication should be communicated upline
- Examine the reasons why communicating upline is extremely difficult
- Identify questions to ask if miscommunication is common
- Evaluate verbal softeners
- Discuss how to match your body language and the message
- Classify communication that calms people
- Classify characteristics of a poor listener
- Predict obstacles to listening

Objective 3: Describe ingredients of effective meetings

- Define management's role in meetings
- Evaluate receiving feedback
- Design responses to negative feedback

Objective 4: Develop techniques for disagreeing

- Discuss caution signs that a disagreement is turning into a conflict
- Formulate seven stages of intergroup conflict
- Describe ways to reduce intergroup conflict
- Recognize the benefits of humor