

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

CEUs - 0.70

Course Description: This one-day course will focus on ways to use communication as a way to inform and influence others. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and will provide insight to different communication styles. Participants will learn new power by using certain words to impact the message and by asking questions that get noticed.

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 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 of 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 benefits of humor

How to Increase Communication and Get the Message Across - 2 Day

CEUs - 1.3

Course Description: This two-day course will focus on ways to use communication as a way to inform and influence others. Participants will understand how to focus a message and incorporate means to gain information using effective communication skills. This course will recommend ways of building stronger communication skills and will provide insight to different communication styles. Participants will learn new power by using certain words to impact the message and by asking questions that get noticed.

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Objective 1: Evaluate how to approach people

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