



COMMUNICATIONS 101

4-Hour or 1-Day Course

SUMMARY

The communication behaviors displayed by senior managers in their day-to-day work directly impacts on the way staff feel about their work, their performance and their role in the Organization. This one-day program (with an optional second day) is designed for anyone who is responsible for communicating effectively in an organization. This includes successful implementation of communicating the organization's values, processes, goals and strategies.

WHY THIS PROGRAM IS DIFFERENT

Communication is a two-way, genuine connection, which creates engagement and alignment, and involves working together so that understanding, buy-in and transparency support success to occur. This course focus is on the fundamentals of how people relate to each other to create successful communication.

PROGRAM FOUNDATIONS

When people in changing environments are successful in communication with each other, their organization can stay on track to achieve excellence.

Both the sender and receiver are equally responsible for true communication.

People communicate successfully when they:

- Are authentic and speak what is true.
- Listen.
- Set context for the communication, and for each other.
- Are personally accountable for themselves.
- Assume positive intention.

Tools for effective communication include:

- Asking Questions
- Listening Creating Buy-in
- Common Ground
- Discovery
- Level of Intensity

LEARNING OUTCOMES

Through participating in this training, people will:

- Be skilled at giving and receiving information based neutral feedback.
- Communicate the meaning and relevance of what they want to say so people are able to engage.
- Convey information and opinions in a structured and credible way.
- Ensures that messages have been heard and understood.
- Encourage others to share their views; take time to understand and consider these views.
- Keep others informed of key and relevant issues/information.
- Hear the meaning and relevance of what others are saying.
- Be effective leaders by modeling authentic communication within their teams.
- Experience the importance of context in successful communication.

METHODOLOGY

Our action learning orientation and scientific research used in real life scenarios and brain friendly content to give each participant a dynamic learning experience. Learning happens easily and enjoyably through a constantly varying array of interactive activities that stimulate even the most diverse and complex learning styles. Each participant will use their most effective thinking, learning and creativity styles.

PAST GRADUATES

“This course reminded me of all the things I already new but didn’t use AND taught me new interesting information. Some of the concepts are simple but very important especially in my professional environment and with the bottom line results I need to accomplish.

I will definitely continue to attend these training courses; they are full of value and REAL LEARNING. I’m seriously considering taking my team back to either experience this course again or to attend an advanced workshop.” - MD Anderson Cancer Research Center