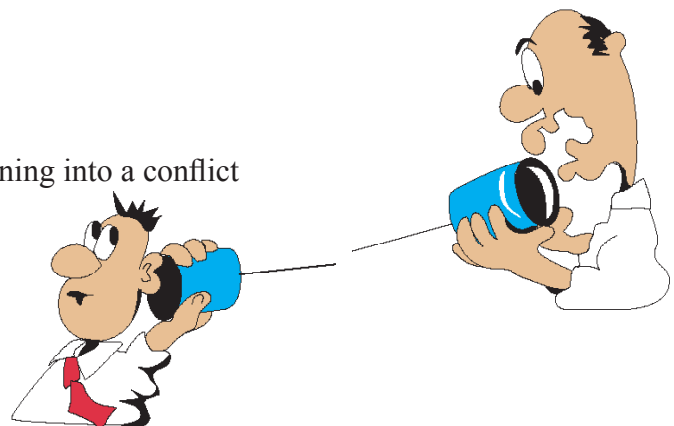


How To Increase Communication and Get the Message Across - 1 Day

Course Description: This intensive 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:

- Analyze the value of small talk
- Evaluate how to approach people
- Identify perception
- Examine what impacts perception
- Compare reducing perception differences
- Discuss how to gain understanding
- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of communication
- Break down 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
- Detail characteristics of a poor listener
- Predict obstacles of listening
- Classify communication that calms people
- Define management's role in meetings
- Describe ingredients of effective meetings
- Evaluate receiving feedback
- Design responses to negative feedback
- Understand 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
- Utilize benefits of humor



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

Course Description: This intensive 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.

Course Objectives:

- Analyze the value of small talk
- Evaluate how to approach people
- Identify perception
- Examine what impacts perception
- Compare reducing perception differences
- Discuss how to gain understanding
- Demonstrate what to do when you mess up
- Analyze communication styles
- Develop ways to increase understanding
- Compare kinds of communication
- Break down 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
- Detail characteristics of a poor listener
- Predict obstacles of listening
- Classify communication that calms people
- Define management's role in meetings
- Describe ingredients of effective meetings
- Evaluate receiving feedback
- Design responses to negative feedback
- Understand 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
- Utilize benefits of humor