

## Communication Skills: Results through Collaboration - 3 Days

### Course 292 Overview

- You Will Learn How To**
- Achieve results in your communications with others
  - Build collaborative relationships that emphasize trust and respect
  - Communicate effectively using simple, concise and direct language
  - Enhance your active listening skills to anticipate and avoid common misunderstandings
  - Foster cross-cultural understanding in your workplace
  - Eliminate the roadblocks that undermine your ability to communicate effectively

**Course Benefits** Communication skills are an essential element every employee and manager must have as part of their standard toolset. In this course, through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. You learn to handle situations based on a flexible, genuine and self-confident approach. You also gain the skills to collaborate with others and hone your communications toolkit.

**Who Should Attend** Those looking to strengthen their communication and collaboration skills and work confidently with others.

**RealityPlus™** Activities throughout this course immerse you in an ongoing simulation including a media-rich experiential learning environment that allows you to practice the communication techniques, tools and strategies presented. Activities include:

- Experiencing the difference between one-way and two-way communication
- Defining your communication style
- Demonstrating active listening skills
- Dealing with challenging emotions through video scenarios
- Revealing personal filters with simulation games
- Overcoming cross-cultural barriers through case studies and role-playing
- Assessing your relationship with others
- Generating checklists to enhance your performance back on the job

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### Course 292 Outline

#### Building a Foundation

- Adopting simple, concise and direct language
- Recognizing perceptual filters that hinder communication
- Identifying basic communication principles
- Applying a communication process model

#### Setting Clear Goals for Your Communication

##### Determining outcomes and results

- Soliciting feedback
- Matching intentions and results

##### Initiating communications

- Figuring out what to say and the best way to say it
- Paying attention to verbal and nonverbal cues

#### Avoiding Communication Breakdowns

##### Creating value in your conversations

- Strengthening your relationships
- Distinguishing value from waste

##### Taking personal responsibility

- Recognizing your role in creating successful communications
- Identifying internal and external factors that impact your communications
- Establishing message feedback
- Communicating nondefensively

#### Translating Across Communication Styles

##### Identifying the four communication styles

- Recognizing your style and the style of others
- Strengths and blind spots of each style

##### Bridging communication styles

- Adapting your own approach to close communication gaps
- Being flexible without compromising your identity

#### Listening for Improved Understanding

##### Tools for active listening

- Asking clarifying questions
- Confirming the message
- Demonstrating respect, empathy and sensitivity
- Listening for the entire message

#### Interpreting nonverbal cues

- Intonation
- Rate of speech
- Volume
- Gestures
- Facial expressions
- Posture
- Use of space
- Dress
- Eye contact

#### Achieving Genuine Communication

##### Creating openness

- Determining when to speak up and when not to
- Identifying appropriate degrees of disclosure
- Establishing value and trust

#### Working with a three-dimensional model of behaviour

- Identifying how you interact with others and how to make improvements
- Calibrating the variance between what you want and what you express

#### Matching your body language to your message

- Enhancing your message to gain your intended results
- Creating believable and credible messages
- Ensuring that your attitude supports rather than hinders communication
- Speaking through silence

#### Cross-Cultural Communication

##### Navigating beyond cultural boundaries

- Developing greater sensitivity to cultural differences
- Avoiding potential cross-cultural pitfalls

#### Working with filters and assumptions

- Raising your awareness to avoid misunderstandings
- Uncovering hidden assumptions
- Recognizing filters in yourself and others

#### Working Constructively with Emotions

##### Dealing with anger

- Overcoming personal challenges
- Expressing your anger constructively
- Minimizing defensive reactions in others

#### Managing emotionally charged situations

- Defusing an emotional situation while maintaining your composure
- Taking responsibility for your emotions