

“ W O R K P L A C E C O M M U N I C A T I O N S ”

This workshop teaches employees the skills and tools needed to improve communications in the workplace. In this course, you will explore the personal differences of behavior styles, the various ways in which employees communicate, the complexities of communication, and the skills associated with being an active listener. You will learn how important Trust is to communication, and how communication builds better teams. You will also learn how to communicate effectively using e-mail and how to share your ideas clearly. Active Listening and the use of Empathetic statements are the core tools you will learn how to use in this workshop.

Learning Objectives

- Understanding individual preferred Behaviors and how that affects communications
- How to build Trust through Respect, Understanding, Teamwork, and Participation
- How we use all of our senses in communications
- The various ways in which we communicate: visual, verbal, and vocal
- The Three Levels of active listening
- Using open-ended questions and empathic statements to be a better listener
- Through a Personal Listening Profile, Determine Where You can Improve Your Listening Skills

Outline	Time
1. Overview and Introductions	8:00 — 8:30
2. Personal Differences - Discussion	8:30 — 9:00
3. Workplace Challenges and Preferences	9:00 — 9:15
4. BREAK	9:15 — 9:30
5. How We See Ourselves exercise - Cornerstone Principles	9:30 — 10:00
6. Video “The Workplace”	10:00 — 10:10
7. Your DiSC® Workplace Profile: Understanding and Discussion	10:10 — 10:50
8. BREAK	10:50 — 11:00
9. Challenges to Communication: D-I-S-C	11:00 — 11:20
10. Trust and the Emotional Bank Account: Judging to Valuing	11:20 — 12:00
11. LUNCH Video “Communicating Strengths” by Marcus Buckingham	12:00 — 1:00
12. Where to Begin: Communication Breakdowns	1:00 — 1:20
13. Perceptions and Reality: Matching Messages with Methods	1:20 — 1:45
14. E-mails: Six Principles of Clear Writing	1:45 — 2:30
15. BREAK	2:30 — 2:40
16. Effective Communications: Dialogues and Defensiveness	2:40 — 3:40
17. Active Listening and Personal Listening Profile	3:40 — 4:15
18. Summary and Evaluation	4:15 — 4:30