



Communicating for Results

This course gives core information for all employees on the skills of effective communication. Those skills are: establishing trust and respect, knowing the relationship between the sender and the receiver of the message, actively listening for both content and feelings, knowing how to respond when spoken to, and knowing your listening response style.

Learning Objectives

- Having a clearer understanding of the challenge to effective communication
- Knowing how to build a foundation of trust to support communication
- Knowing the ways in which people communicate
- Knowing how effectively we send messages through verbal, visual, and vocal mediums
- Knowing the guidelines of e-mail etiquette
- Understanding and practicing the skills of active listening
- Recognizing your communication response style

Outline	Time
Overview and Objectives	8:00 — 8:05
Introductions	8:05 — 8:30
Communication and Trust	8:30 — 9:00
Core Values	9:00 — 9:15
The Communication Cycle	9:15 — 9:25
Its More Than Words	9:25 — 9:35
Communication Highway	9:35 — 9:45
Break	9:45 — 10:00
Visual, Verbal, and Vocal	10:00 — 10:30
E-mail Etiquette	10:30 — 10:45
Active Listening and Workshop	10:45 — 11:00
Response Levels and Response Styles	11:00 — 11:25
Case Study Workshop	11:25 — 11:40
Barriers and Biases	11:40 — 11:50
Summary and Evaluation	11:50 — 12:00

Audience	Length	Tools	Participants	Format
All Employees	4 hours	Communication Styles; Listening Styles; Skills Development	12 — 18	Classroom, leader led, interactive, skills practice, self-assessments