



### CI Course Topic Area: Executive Leadership, Management, Communication

#### Title: Communication Workshop

Do you get more than 100 emails a day? How much time is wasted in endless meetings that don't start or end on time? Do you often feel that it would not be in your best interest to really speak your mind?

Virtually everything that happens in an organization occurs in communication, including email messages, meetings and candid communications. Most problems occur because communication is either non-existent or of poor quality. Certainly organizations should work hard to instill processes that ensure communication flows freely, reducing duplication of efforts and employee frustration. Communication soft skills are just as essential. More and more leading-edge companies are using communication soft skills training to enhance effectiveness, morale and retention, with a dramatic impact on the bottom line.

In this highly interactive and experiential course, participants will learn:

- The cost of inefficient communication
- Key issues with email, chat and text messaging and how to solve them
- How to set up an environment for candid communication (establishing rapport, getting permission to deliver sensitive information, stating time constraints, etc.)
- How to be effective on the phone – both one-on-one and conference calls
- How to facilitate communicating across international time zone differences
- How to recognize hidden agendas (conscious and unconscious) behind communications so that you can communicate with power
- How to communicate from a place of personal responsibility and authenticity (“I messages,” delivering and accepting constructive criticism, being accountable for how you speak and how you listen in a way that forwards the agenda and validates the input of each participant, and more)
- The power of deliberately choosing appropriate modes of conversation, e.g., brainstorming, debriefing, staff meetings, coaching, empathizing, venting, etc.
- How to distinguish and effectively use: facts, requests, declarations, assertions and facts, promises
- What to do when you don't understand, are overwhelmed, stuck, frustrated, etc.