



Communication Skills: The Essential Human Connection

Course Overview:

Do you know that communication is the foundation for every successful relationship in or out of the office? Are you really listening, or just waiting to talk? Do you want to build better relationships with your team, reduce misunderstandings, and become more persuasive? If you answered yes, then this fun, fast paced workshop is for you!

This course is designed to benefit any level of supervisor and those who are moving into a supervisory role. You will enhance and expand your skills in rapport building, creating trust and the importance of making agreements you can keep. You will learn the five key habits of effective communicators necessary to lead an effective team along with strategies for dealing with inevitable miscommunication and misunderstanding.

Focus:

This highly interactive workshop provides a communication skill refresher while also offering enhanced understanding of how the brain processes various communication approaches and what practices best influence relationships in and out of the office. You will learn how to create a sense of connection with your listener which additionally increases receptivity and enhances understanding. You will learn how to correctly use the many forms of communication such as body language, voice and tone, visual cues and emotion.

Performance Objectives:

After completing this course, you will be able to:

- Describe the five habits of effective communicators that include:
 - ✓ Removing barriers to understanding
 - ✓ Active listening
 - ✓ Creating clearer, compelling and concise messages

- ✓ Balancing intent and impact
- ✓ Matching mode and message
- Explain how the right and left hemispheres of the brain affect communication
- Use the four steps for creating influence that include:
 - ✓ Establishing rapport
 - ✓ Building trust
 - ✓ Forming partnership
 - ✓ Keeping agreements
- Listen more actively to form healthier relationships
- Identify & apply critical parts of communication such as:
 - ✓ Body language
 - ✓ Voice and tone
 - ✓ Visual clues and emotion

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April 28th, 2020 from 8 a.m. – 4 p.m.

For more information contact:

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