

FREEDOM FOCUSED

THE CENTER FOR SELF-ACTION LEADERSHIP

“Communication is *the* most important skill we can be working on as adults.”

- Dr. Stephen R. Covey

Ideal For:

- Entry-mid career professionals
- First-line supervisors
- Technical staff & leads
- Customer service & business services personnel

Course Outcomes & Deliverables:

- Understand that truly effective communication begins with your own motives
- Develop the courage to confront your communication fears
- Learn techniques to navigate a diversity of personalities
- Improve your team’s morale and cohesiveness through positive reinforcement

Business Communication Essentials:

The Keys to Successful Listening & Speaking at Work

Course Description and Outline:

Never has it been so important to communicate effectively as it is in this *Age of Information* and virtual communication. This course empowers attendees with the tools to listen and speak more effectively through the delivery of time-tested content and hands-on learning exercises.

Listen for Empathy & Understanding

- Begin with a foundation of character & integrity
- Two ears, one mouth – a divine design
- Restating & paraphrasing
- The power of praise

Effective Networking

- Breaking the ice & building rapport
- Establish & maintain relationships of trust (ERT & MRT)
- Strategies for building & strengthening your personal & professional network

Resolve Conflicts & Other Interpersonal Relationship Skills

- Developing the courage to speak up
- Assertive communication skills and effectively confronting with “I” messages
- Giving and receiving constructive feedback
- Dealing with difficult people
- How to say “No,” or nothing at all

Facilitating Meetings

- Enforcing meeting discipline: agenda, ground rules, time management
- Tools for balancing different personalities in the room
- Establishing accountability and clarity in follow-up
- Empowering the facilitator

Contact us today to Educate, Engage, and Inspire your Organization

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