



Communication Skills Workshops

Purpose: Effective communication is all about conveying your messages to other people clearly and unambiguously. It is also about receiving information that others are sending to you, with as little distortion as possible. Doing this involves effort from both the sender and the receiver. This is a process that can be fraught with error, with messages muddled by the sender, or misinterpreted by the recipient. Ineffective communication leads to confusion, fragmentation, wasted effort and most significantly missed opportunities.

In fact, communication is only successful when both the sender and the receiver have a common and shared understanding of the information communicated.

Results: Participants will have the opportunity to:

- Learn how to transform “difficult” conversations into productive conversations by creating empowering beliefs, inner-strength and clarity before any conversation.
- Understand how fear-based beliefs limit us from having authentic relationships.
- Explore a workplace communication challenge, and create a focused action plan for resolution.
- Recognize unproductive communication habits.
- Practice and improve listening skills.
- Learn how to ask probing and open-ended questions to mentor and help others to develop.

Methods: Facilitators provide debriefing sessions and coaching throughout the program, providing additional opportunities to relate learning experiences to the actual work environment. The process may include the following:

- ✓ Pre-assessment work
- ✓ One-day or more facilitated program and follow-up work
- ✓ Team building activities
- ✓ Interactive training and exercises
- ✓ Assessments
- ✓ Facilitated group discussions

Attendees: Managers and leaders who wish to increase their ability and confidence through effective communication.

*To learn more and have a customized schedule made for you; please contact
The Browne Center at 800-349-1925 and ask for Corporate Training*