



## TITLE:

### Getting Results with Breakthrough Communication Skills – 3 Day Foundational Course

## DESCRIPTION

**With the pace of work in today's organizations, are you using your communication skills to get the results you want?**

Breakthrough communication obliterates barriers and puts us in touch with ourselves and in connection with others. This foundational course looks at the key communication skills we all possess and can strengthen for thriving at work and in our personal relationships. Based on research with Fortune 500 companies, participants are introduced to nine key communication skills that will drive new results in their organization regardless of where they sit.

## YOU'RE A NATURAL COMMUNICATOR!

**You're committed to becoming a better communicator.** Do you know that you have a perfect set of skills for communicating effectively already?

**You're trying to build stronger working relationships.** Do you use your listening skills to connect more meaningful with others?

**You're frustrated because people do not listen to you.** Do you have a hard time getting your ideas heard or understood?

**You're tired of endless misunderstandings and conflicts.** Do you clash with others when you are faced with ideas and positions different from your own?

**You're not recognized in your organization.** Do you fail to get the feedback and recognition you deserve?

## **How You Will Benefit**

- Discover your natural communication skills and start putting them to work
- Build stronger and quicker working relationships
- Convey your thoughts, ideas, and feelings with clarity, confidence, and sincerity
- Process verbal information with greater speed and accuracy
- Reduce confusion, frustrations, and misunderstandings when communicating with others
- Negotiate differences with poise and openness
- Work more collaboratively with others to achieve better results
- Increase your visibility and respect in the organization by strengthening your listening skills
- Reduce reactive and negative exchanges with others
- Maximize your awareness and sensitivity to others and your environment

## **What You Will Cover**

### **Maximize the Communication Skills You Already Have**

- Develop awareness of the nine communication skills we all possess
- Measure the degree to which you are currently using these skills
- Practice techniques for strengthening these skills
- Work with a large collection of self-development activities to keep your skills honed

### **Strategies for Taking in Verbal Information**

- Break verbal communications into three channels of information (content, emotion, intention)
- Increase powers of observation
- Engage people communicating with you to increase your understanding

### **Techniques for Interpreting the Information You Hear**

- Create a mental picture of what you hear
- Relate what you hear with your experiences
- Sort through the interpretations you generate from listening to others
- Draw more reliable conclusions to guide your response to others and interactions

### **Communicate with Clarity, Confidence, and Sincerity**

- Selecting the right words
- Finding good experiences and examples to share with others
- Hear what you will say before you say it
- Use compelling language and examples to paint a vivid picture of what you want to communicate
- Speak with your actions as well as your words

## Developing Your Action Plan

- Make a commitment to try at least two new strategies in the work place
- Write a learning plan to continue developing your communication skills
- Select a goals partner from the course to check-in with on a regular basis for peer support and feedback

## TITLE

### **Return on Experience (ROE): Leveraging Your ROE for Results – 2 Day Course**

## DESCRIPTION

Leave no experience unturned. This course will show you how to get a return on experiences (ROE). Our experiences are not just nice to have; nor is thinking about them a luxury. Our experiences motivate, drive, and guide all our behaviors and reactions. You will learn and practice research proven techniques for transforming your experiences, and the experiences of others into assets by making better decisions, avoiding past mistakes, and enter new situations with better knowledge and confidence. Participants work with concrete tools for developing the essential skills they need in order to get an ROE and achieve results.

## HOW YOU WILL BENEFIT

- Discover how to tap into your wealth of experiences
- Review your experiences with an open mind
- Conduct a critical analysis of your experiences
- Transform your experiences into nuggets of knowledge that will guide future actions
- Avoid making the same mistakes
- Leverage your instincts by increasing your awareness of how you form gut opinions
- Make better decisions more quickly and with less information
- Improve your working relationships by being more sensitive to eliciting the experiences of others and learning from them
- Become more proactive versus reactive in your relationships with others
- Implement easy to facilitate group practices for extracting lessons learned from projects

## WHAT YOU WILL COVER

### **Get A Return on Your Experiences (ROE)**

- Examine why your experiences are so important to achieving better results
- Discover the potential of tapping into your experiences

### **Tap Into Your Experiences**

- Work with new techniques for quickly remembering your experiences
- Replay these experiences in your mind to vividly relive them

### **Review Your Experiences**

- Examine your experiences with an open mind
- Look for the relationships between your past experiences and your current attitudes, values, biases, beliefs and assumptions

## **Extract Knowledge**

- Transform your experiences into nuggets of knowledge
- Examine your experience for repeating patterns of behaviors
- Decide how you can use the information you extract from your experiences to guide future actions
- Communicate your opinions more effectively by sharing the experiences that have contributed to the development of your perspectives

## **Use ROE Techniques to Increase Group Effectiveness**

- Use three simple questions at the end of any meeting to maximize the group's effectiveness
- Conduct After Action Reviews that focus on people's experiences to identify key lessons learned