

# The Art & Science of Communication

**Overview:** *Communication is the thread that ties all relationships together. In this course we explore communication models and styles that are used, both at home and in our work environment. Our goal is to speak so others will listen and listen so others will speak. Without this goal in mind, we are all just making noise. Participants completing this course will be equipped with practical tools and techniques to build and improve all relationships.*

## **Benefits:**

**As a result of having attended this course, participants will be able to:**

- + Reduce miscommunication and wasted time due to unclear goals and differing expectations.
- + Identify their own communication style and fully understand the strengths as well as the areas for personal and professional development associated with it.
- + Understand the negative impact that poor listening habits have and work to be better listeners.
- + Build a strategy to improve his or her listening style.
- + Diffuse anger and effectively manage difficult situations through positive confronting statements.
- + Maximize relationships through positive and constructive feedback.

## **Topics covered:**

- + Understand the **elements of a communication model**.
  - o Participants will **identify the areas that problems arise** in their environment and **create personal strategies** for greater productivity.
- + Discover the magic in **communication guidelines**.
  - o Knowing ahead of time how others like to receive information, can head-off most frustration and conflict.
- + Learn to send a message and **improve its reception** by setting the stage and learning to speak clearly.
  - o Prepare others to listen—especially in a **virtual environment** or on the telephone.
  - o Improve the use of **tone and body language** to maximize the reception of your message during a conversation.
- + Explore **filters, labels** and **negative perceptions** and learn to **open the channels** that are sometimes blocked.
  - o Raise the awareness of communication blockers and discover how facts and shared goals can re-engage team members.

- + Learn how **behavioral and communication styles** affect all relationships.
  - o Participants will use the **DISC® Personal Profile System** to discover their primary and secondary styles used when interacting with others.
  - o Learn to **identify different behavioral and communication styles** by observing simple patterns and **adapt** quickly to “speak the language” the person understands.
  
- + Sharpen listening skills to **encourage others to share critical information.**
  - o Through an interactive listening exercise, participants will receive **personal feedback to improve** their listening style.
  - o To **listen in times of conflict or disagreement**, is always the most challenging. Participants will practice the art of listening when the barrier of emotion is in the way.
  
- + Learn to **give and receive effective feedback.**
  - o In order to improve relationships, maintain clear lines of communication and increase performance levels, **proper feedback** is necessary. Participants will explore strategies to keep emotions out of the way and provide straight talk.
  
- + **Communication during conflict.**
  - o Communication during conflict can be difficult. Learn strategies to prepare and maintain, or even improve, the relationship.

**This Program is Designed for:**

All levels of employees within an organization