

## Communicating Effectively (1 Day)

Each person brings to work a unique set of skills, knowledge, and beliefs. Each person acts out in a way that they feel is successful. The problems with communication in most work environments relate to the establishment and maintenance of trust.

Effective interpersonal communication is critical to establishing a motivational work environment that maximizes productivity. This workshop looks at behavior as a choice and increases awareness of the consequences behavioral choices have on others. Participants learn adaptive behavior enables they can choose assertive communication strategies that establish trust, minimize conflict, maximize cooperation, and create a positive work environment that increases productivity and enhances job satisfaction.

### **Objectives**

Upon completion, participants should . . .

- Understand the link between behavior, communication, and trust
- Apply various approaches to improve communication

### **Goals**

- Better understand yourself and others
- Recognize and respect individual uniqueness
- Understand how differences in communication style can create interpersonal conflict which, in turn, decreases productivity
- Learn how to leverage individual strengths assertively and adapt communication strategies that minimize conflict
- Increase communication and influence management skills
- Increase both personal and workplace productivity
- Establish a foundation of behavior-based communication skills on which to build other key competencies
- Listen for effect and impact

### **Content**

- Motivational Principles
- Conflict and Energy Drains
- Understanding Behavior
  - ⇒ Understanding self and others
  - ⇒ Respecting differences
  - ⇒ Capitalizing on strengths
- People Compatibility
  - ⇒ Recognizing dimensions of behavior and potential style conflict
  - ⇒ Choosing behaviors that demonstrate trust and respect
  - ⇒ Maximizing cooperation through adaptive behavior
- Keys to Building Trust
- Action Plans