

MODULE #11

“How to Develop the Most Effective Communication Processes for Employees and Clients”

SUMMARY

Understanding all aspects of communication is essential for leaders. It is important to know that communication is always a two-way street. Learning the most effective ways to communicate in any situation is crucial for high levels of success.

What the Attendees Will Learn During This Workshop:

- How to ensure that their communication is understood.
- How to eliminate misunderstanding.
- How to avoid the problems with hidden meanings.
- How to open up people to communicate.
- How to model effective communication.
- What to say and what to not say in any given situation.

What the Attendees Will Do During This Workshop:

- Develop an understanding of the problems with communication.
- Practice listening for maximum understanding.
- Create scripting to use when there is conflict.
- Practice the different types of communication.

Major Benefits: New communication skills immediately improve efficiency and effectiveness, saving time and money. Relationships improve as people understand the causes of, and the solutions for, great communication processes.

Logistics:

This training will be presented two times in the same day, as follows:

- 8:00 AM to 12:00 PM and 1:00 PM to 5:00 PM (Repeat session)