

# Achieving Communication Effectiveness

***“My manager is located in another state, and most of the team works from home. How are we going to make sure work gets done – and done right?”***

With increased audit requirements and heightened corporate oversight, accuracy of data entry has become a critical aspect of business today. Keying, recording, transferring and checking numbers requires both skill and technique to maintain accuracy and increase productivity.

## Impact

Achieving Communication Effectiveness **workshop** - participants learn to:

**Recognize** the value of a good self-image in effective communication.

**Assess** personal communication patterns to avoid self-defeating behaviors.

**Improve** their ability to listen productively.

**Identify** and overcome barriers to effective listening and responding.

**Improve** messages by utilizing tools to add confidence and credibility and demonstrate support and empathy.

**Handle** conflict constructively.

**Communicate** effectively, and in a non-manipulative manner, to deal with different behaviors and situations.

In today’s business environment, with minimal face-to-face interaction and a focus on remote work relationships, good communication is more critical than ever. The ability to send clear, concise messages and listen effectively can mean the difference between successful business relationships and lost productivity.

For over 21 years, we’ve helped individuals improve the communication skills they need to become productive members of some of the most successful organizations. Our experience has proven that developing the most basic skills creates a foundation of professionalism, trust and respect that leads to more productive and profitable teams.

**Achieving Communication Effectiveness** provides the tools needed to function more productively through improved interpersonal communication skills. After building a shared awareness of the value of effective communications, participants learn how to develop clear, concise messages that gain credibility, persuade and influence others, and increase efficiency.

## Program Description

**Achieving Communication Effectiveness** helps individuals examine their personal communication patterns and construct more effective messages. Using tools and techniques to enhance listening skills and improve messages, individuals can develop stronger interpersonal relationships. Throughout the workshop participants will review video presentations, participate in group discussions, practice new skills, and receive immediate feedback. The day-and-a-half workshop is designed for 14 – 20 participants and includes the following:

### ***Laying the Foundation***

Examines the four elements of communication – a message, someone to send the message, someone to receive the message and the context within which the message occurs.

### ***Building the Framework***

Focuses on the concepts and attitudes that influence effective communication.

### ***Completing the Structure***

Identifies personal communication patterns, their effects on others, and develop solutions to barriers to effective communication.

### ***Adding the Finishing Touches***

Provides insight into how to tailor messages to incorporate feelings and how to recognize the feelings of others.

## **Course Materials**

### ***Facilitator Guide***

- *Complete instructions on how to conduct the workshop. Explanatory text for the trainer, sample trainer narrative, a transcript of video segments and facilitation notes.*

### ***Participant Workbook***

- *Exercises, forms and skills practice aids for use during the workshop.*

### ***Video***

- *A 30-minute video illustrating workshop concepts.*

## **About Vital Learning**

Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders, and other employees for over 20 years. Our customers tell us that our training really works because it facilitates changes in behavior that power improved business results. Let Vital Learning help you take the first step toward developing professional individuals and more productive and profitable teams.