

ULLIANCE HUMAN EFFECTIVENESS TRAINING

Effective Communication

One of the biggest indicators of success in the workplace is the ability to communicate appropriately and in a timely manner. Effective communication is a process that involves both speaking and listening. Employees must be able to adapt with different organizational levels and types of people within their workforce. Participants attending this session will not only identify their own communication style, but those of their co-workers as well, leading to a more efficient, productive and pleasant workplace.

Communication Process

- Obstacles to effective communication
- Effectively sending and receiving information
- The danger of assumptions
- Identifying what you need

Communication Styles

- Learn to identify the four styles in yourself and others
- Strategies for interaction

Listening

- Active listening for problem solving
- Strategies for improvement

Other Crucial Factors

- Choosing the appropriate communication medium
- The importance of timing and accuracy
- Being open and honest
- Understanding different perceptions

