

EFFECTIVE COMMUNICATION

Make your communication effective and clear

- **Improve communication skills and overcome communication barriers**
- **Understand styles of behavior and various ways of communicating**
- **Learn the art of active listening**
- **Solve problems through communication**
- **Communicate in groups - from planning to presenting**

ONE: Communicating for Results

Communication - The Essential Human Connection
Rewards of Successful Communication
Communication Skills Can Be Learned
Attitudes for Improving Communication Skills
Setting Communication Goals

FIVE: Communicating by the Written Word

The Widespread Use of Writing to Communicate
Preparing to Write
The Visual Connection
Vital Postscripts

TWO: The Foundation of Good Communication - Understanding Human Behavior

Understanding Yourself
Understanding Others and What Motivates Them
Basic Styles of Behavior and Communication
The Authentic Communicator

SIX: Problem Solving Through Communication

Problem Prevention
Choosing a Constructive Approach to Handling Challenges
Communication as a Coaching Tool
The Emotional Factor

THREE: Listening - The Key to Understanding

The Benefits of Active Listening
Levels of Communication
Attitudes for Effective Listening
Barriers to Listening
Involving the Other Person in Communication
Effective Listening Pays Off!

SEVEN: Communicating Effectively in Groups

Multiple Opportunities
Planning for a Meeting
Appropriate Purpose and Format
Strategies for More Productive Meetings
Preparing and Delivering a Presentation

FOUR: Nonverbal Communication - The Silent But Powerful Language

Understanding the Total Message
Reading Body Language
Overcoming Communication Barriers

EIGHT: Communication - Putting it all Together

Communication is... Living
Communication is... Working
Communication is... Sharing
Communication is... Growing
The Three C's of Communication
Where Do We Go From Here?