Communications Checkup

Expanded Agenda - ONLINE Training Course

How do your habits stack up against best practices and principles?

Introduction

Communication is a soft skill we have literally been practicing since birth. And we recognize that doing it well helps us flourish in both our professional and personal lives. So how does its mastery remain elusive? Social media surely presents some new challenges. However, most of the obstacles remain in our biological makeup. The rest? Well, our schooling has largely neglected perhaps the most important communication fundamental of all—listening—in favor of the other three—reading, writing, and speaking.

This course will help associates at all levels within their respective organizations to 1) learn/reaffirm the best practices and principles for effective communication, 2) identify the common personal habits that may be hampering their potential, and 3) understand how to improve communication outcomes.

The principles and practices taught in the course will focus on the salient and timeless points drawn from communication and business experts over many decades.

Part 1 - Listening to Understand

Empathetic listening. It's the universal thread that runs through decades upon decades of research and instruction on how best to communicate, build relationships, and resolve conflict. So we start here. The idea that communication is not a two-way street, but rather an alley. And you yield first.

- Practice Empathetic Listening
- Avoid Common Mistakes
- Keep Focused When the Stakes are High

Part 2 - Influencing through Principled Persuasion

The old adage that you catch more flies with honey than vinegar speaks to two critical concepts when working to bring people closer to your position. One is that you understand the desires of the other parties. Another is that you don't begin by turning them off. At its foundation, however, your ability to influence others over the long run rests on the strength of your character—otherwise you are left with the temporary fixes achieved through strong arming and superficial salesmanship.

- Create Fertile Ground
- Begin Where You Agree
- Admit if You Are Wrong
- Consult Others

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Part 3 - Breaking through Barriers to Cooperation

When people approach joint problem solving, they face barriers in the form of natural human reactions as well as a plethora of ingrained bargaining and negotiation tactics. In this session, we identify those barriers and learn how to overcome them in a way that works toward mutually beneficial outcomes.

- Recognize the Barriers to Cooperation
- Control Your Reaction
- Step to the Other Side
- Reframe the Conversation
- Build Them a Bridge and Help them Cross It

Part 4 – Improving Meeting Outcomes

While meetings are important tools for collaborating and sharing information and feedback, they are also often a source of churn and frustration for employees. This session addresses two skill sets to help make meetings more productive.

- Getting to the Point
- Facilitating Meetings

Part 5 – Dealing with Toxic Personalities

Workers with toxic personalities sap workplace productivity and satisfaction. As with any other communication solution, the approach in dealing with toxic employees is to begin with controlling your reaction. Here we discuss approaches to creating an environment that can help colleagues overcome problematic behavior, and weeds out those who simply prefer to be toxic.

- Bullies
- Narcissists
- Complainers
- Tormentors
- How about You?

Conclusion and Q&A

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