

Interpersonal Communication Savvy

Have you had colleagues with whom you just couldn't communicate? Do you know people with whom you "talk the same language" and others who seem to be talking Martian? Would you like to understand how to communicate with your co-workers, managers, and customers so they will be most responsive to your requests and ideas?

In this upbeat and interactive program, we'll discuss how to identify and understand the four primary communication approaches. Through the use of the *Personal Profile System*, video vignettes, and exercises, you'll walk out with a clear understanding of your communication approach and the approaches of others. You'll know how to adapt your approach to better communicate with others.

Key Benefits of Attending:

You'll have insights into your own behaviors and motivations as well as of those around you.

When you understand yourself better, you can then understand how your approach may affect others. You'll see how you've been effective, and have a better understanding of when this approach has been ineffective.

You'll walk out with an appreciation and strategy for communicating more effectively with the people around you.

As you know, people are different. You'll walk out with a new understanding, respect and value for how to work more effectively with those differences.

You'll develop strategies for working with others to increase productivity.

You'll enhance your effectiveness in accomplishing tasks by improving your relationships with others.

A Proven Agenda (full-day, or delivered in 2 half-days)

Pre-work: take the *Personal Profile System* (assessment)

Assess your communication approach

How do you communicate? Why does your communication work? How could it affect others?

Understand the communication approach of those around you

How do others communicate? What do you like about others' communication? What is a challenge for you?

Strategize to increase your communication with others

How can you communicate more effectively with teammates and colleagues? What can you do to modify your communication to be better understood?



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Build better team/colleague understanding

Understand the value others bring to your team. Learn to use others' strengths to create better team solutions.

Case studies utilizing communication styles

Practice the skills so you can apply them back on the job.

Course Objectives:

Participants will:

- Discover their primary communication approach.
- Know how to capitalize on behavioral strengths.
- Increase appreciation of different approaches.
- Understand how to read others' communication approach.
- Anticipate and minimize potential conflicts with others.
- Identify how to modify behaviors to better communicate.

Needed Materials:

- *Interpersonal Communication Savvy* workbook
- *Personal Profile System* detailed personalized online assessment \$62/person
- Two Action Planners, \$25
- Laminated "people reading" card, \$6.00

Additional Reinforcement Materials:

- Additional Action Planners, \$6
- *The Art of Communicating* book, \$13.95
- *Communicating with Employees* book, \$13.95
- *50 One-Minute tips for Better Communication* book, \$13.95
- *Getting Your Message Across* book, \$13.95