

Communication Styles: An Easy Way To Craft And Deliver Messages That Everyone Will Understand

Create clear, persuasive communications by using your natural communication tendencies to your advantage while understanding and quickly adapting to others as necessary

Summary

Effective communication is the foundational skill that makes you a better leader, manager, or team member. In this interactive session you will learn an easy-to-use communication model you can use to understand your natural tendencies and adapt your natural style as needed so you can deliver easily understood and appropriate messages to a variety of individuals and audiences. If you have someone you have trouble communicating with, you will learn why and what to do about it.

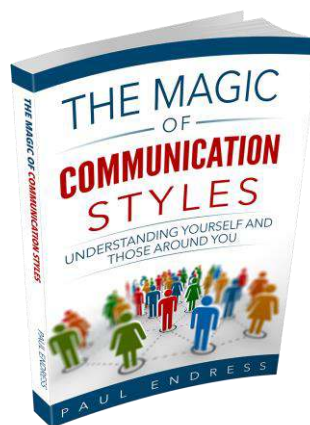
Recertification /Learning Objectives:

- Facilitate the communication necessary to implement initiatives by using your natural strengths and compensating for your weaknesses
- Solve communication problems by understanding the natural conflict between different communication styles and compensating for it
- Build more productive teams by uncovering group communication patterns and balancing the natural styles of the team
- Adapt your natural communication style to that of the listener so your message is easily understood
- Benchmark yourself and your team to find your true level of effectiveness and solve problems as necessary

Everyone Gets



Also Available



Leading By Influence: How To Get Enthusiastic, Voluntary Cooperation Even If You Don't Have Authority

Get enthusiastic buy-in for your ideas among senior leadership and staff at all levels even when you don't have managerial authority

Summary

As an HR professional, you are frequently expected to manage and obtain results from people and situations where you don't have (or can't use) traditional "do as I say" managerial authority. Learn how to quickly find the personal motivators for each person you meet and create customized win/win motivational sequences to give them what they want (even if they don't know what it is) and get enthusiastic cooperation with your outcomes.

Outcomes

- Get enthusiastic buy-in among internal and external stakeholders for HR initiatives by matching your initiatives with their natural motivators.
- Motivate staff and other stakeholders to enthusiastically support your vision and goals by customizing your approach without changing your goals.
- Create win/win solutions to problems by uncovering shared objectives even when there don't appear to be any.
- Influence leadership and staff at all levels to support organizational change even if they are naturally change resistant.
- Build support for your ideas by using the principle of unbalanced reciprocity to move people from neutral or negative to positive.

I Think I Know What I Think You Said: How To Avoid Misunderstandings and Get Your Message Across

Learn to increase understanding and reduce conflict by using the preferred language patterns of each person you communicate with.

Summary

In this highly interactive program you will discover your natural representational system (how you absorb and retain information), how memories are formed, and how to use this insight to communicate with people individually and in groups in powerful ways that will make sure that messages are understood and remembered. Learn how to instantly adapt the words you are using to speak in the personal mental and emotional language that is easiest and most natural for each person you meet.

Outcomes

- Get better results from every interaction by instantly identifying and adapting to the natural representational system of each person
- Create support for your ideas and programs by delivering powerful presentations that will speak directly to each person in the audience
- Build rapport by using words that deliver your message in a way that lets the listener know that you understand them
- Smooth and improve business and personal relationships by using the word patterns preferred by your listener
- Understand your own natural representational system and use it to your advantage

Reflective Listening: The New Way To Solve Problems And Get Cooperation

Reduce conflict and increase cooperation by understanding what people really mean by what they are saying even in the most difficult situations.

Summary

Effective communication is one-third talking and two-thirds listening. In this session you will learn to use the new science of reflective listening to understand what the speaker is really saying and respond in ways that stop conflict, build rapport, and strengthen relationships. Learn to use physiology, feedback loops, emotional validation, bounce-back questions, and other proven strategies to build safety, break down defensiveness, and encourage open and productive communication.

Recertification /Learning Objectives:

By the end of this session you will be able to:

- Listen reflectively to understand the true meaning, context, motive, and reasoning behind any communication
- Use emotional validation to encourage others to share their views and concerns and understand their feelings and emotions even if you don't agree with them
- Welcome other points of view without becoming defensive even if past experience has been negative
- Apply the four types of deeper dive questions to gather information and clarify ambiguity
- Defuse conflict quickly by using the "neutral" listening physiology to let others know they are being heard

Team Communication Checkup: How To Measure And Improve Any Team's Communication Effectiveness

Learn an easy-to-use system to measure team communication effectiveness and use strengths and solve problems to improve team cohesion and productivity

Summary

The communication effectiveness of a team directly impacts its productivity, profitability, engagement, and turnover. In this session, you will learn an easy-to-use system for measuring the quality of communication on any team, identifying challenges and strengths, and developing a plan for improvement. During the program, you will use the system to evaluate any team in your organization and leave with an improvement plan for that team.

Recertification /Learning Objectives:

By the end of this session you will be able to:

- Evaluate the current communication effectiveness of any team in less than two minutes and at no cost
- Use a three-step system to build trust and safety to promote the sharing of knowledge on any team even if there are silos already in place
- Diagnose team communication problems and design initiatives that promote effective team processes and environments
- Remove obstacles to collaboration and open communication among stakeholders and team members