

## Mastering Communication to Improve Productivity

### Description:

**Mastering Communication to Improve Productivity** is a highly interactive training workshop that will provide participants with practical management communication tools and skills needed to effectively prevent conflict and promote cooperation and collaboration with the individuals they manage. In this workshop, participants will learn how to manage difficult encounters in the workplace with diplomacy, tact, and credibility.



### Learning Objectives:

The workshop provides an immediate return on investment by achieving the following objectives. Participants will:

- identify your personal communication style and active listening skill level
- gain an understanding of how conflict can arise because of inherent differences in personal communication styles
- learn the importance of framing a challenging encounter in terms of behavior vs. personality
- learn the seven roots of conflict
- identify the benefits and disadvantages of styles of dealing with conflict
- learn techniques for communicating effectively in the face of a difficult behavior

### Workshop Outline

The following topics will be covered in detail during the workshop:

1. What's Your Communication
  - 1.1. Presentation: Communication Styles
    - 1.1.1. Identify distinct types of communication styles
    - 1.1.2. Describe characteristics of the distinct types of communication styles
  - 1.2. Activity:
    - 1.2.1. What type of communicator are you?
2. Behavior, not people, is the problem
  - 2.1. Presentation: The Roots of Conflict: What's This Really About:
    - 2.1.1. Labeling people vs. describing behavior
  - 2.2. Activity/Discussion
    - 2.2.1. Review case studies and identify the root of the conflict
3. Respectful Communication
  - 3.1. Communicating to Prevent/Resolve Conflict
    - 3.1.1. Aggressive, Assertive, Non-Assertive
  - 3.2. Styles of Dealing with Conflict
4. Activity: Climbing out of Conflict: role playing using relevant examples to practice communication techniques discussed in earlier segments.

## ENGAGEMENT OPTIONS

- **Immersive Learning:** This option includes a half-day workshop packed with interactive exercises and expert guidance allowing you to gain immediate insights and build connections with fellow leaders.
  - *Immersive Learning can be facilitated as 4 – 1 hour sessions or 1 – 4 hour session.*
  - *Immersive Learning can be facilitated in person or virtually*

**Call Now 540-524-2142**

**REQUEST INFORMATION**