

# Effective Communication Skills

Effective communication is at the heart of all business matters – it's how work gets done. The ability to be clear, concise and direct, however is not something we're born with...it needs to be learned.

**Effective Communication Skills** is the baseline communication model that "feeds" so many other important business skills like influencing, negotiation and conflict resolution.

In this insightful and interactive session, participants will learn the fundamental processes of all business communication: asking, telling and listening. They will have a chance to explore some of today's communication challenges including the barriers to communication, choosing the right medium, and communicating virtually.

## PROGRAM OBJECTIVES:

- Be clear about what is wanted.
- Deliver business messages succinctly.
- Identify the appropriate medium for various types of business communications.
- Ensure that the message is understood.
- Practice active and reflective listening skills.
- Apply a communication model to a variety of scenarios.

## PROGRAM LENGTH:

Half day

## TARGET AUDIENCE:

This program is designed for individual contributors and/or managers at any level in the organization.

## ADDITIONAL COMMENTS:

This program act as a stand-alone or it can be combined with other skills classes. Since the communication model is the basis for so many other business communication skills, it can be easily combined with influencing, negotiation, conflict resolution, etc.

We can customize the material and exercises to meet some of your organization's key communication challenges.