



COMMUNICATIONS COURSES

(All courses are one day in length unless otherwise specified)

BUILDING BETTER WORKING RELATIONSHIPS

A successful organization relies less on the “way we have always done it”, and more on the collaborative abilities of work teams to solve problems, improve processes, and tackle major projects. Teams have proven to be successful in increasing productivity in many types of organizations. This interactive workshop will provide participants insight and focus on the benefits of teams and creative ways to overcome barriers to team development. Various teambuilding exercises, practical assessments, and informative discussions will be used as instructional methods.

DIVERSITY AWARENESS

Enhance your skill and increase your knowledge of cross-cultural communication. Learn about different intercultural communication approaches, styles and patterns to gain insight into the richness of various cultures. Build skills to interact effectively with your counterparts and virtual teams on a global scale. Participants will:

- Assess your cultural awareness and competencies
- Understand cultural influences on working styles, behavior patterns and value systems
- Identify practical tools and techniques for reaching across cultures
- Solve problems that derive from cross-cultural conflict
- Identify proven methods for building cohesive and collaborative relationships among global teams

HANDLING DIFFICULT CONVERSATIONS

All of us must engage in conversations that can be difficult and challenging at one time or another. Handling them well is essential. Learn techniques for handling such conversations with skill and confidence. These techniques can be applied in multiple settings, but the emphasis will be on performance and other workplace conversations. Participant materials include a book that will serve as a reference for years to come.

- Identify your communication goals
- Use constructive criticism and address sensitive issues
- Communicate performance matters to employees
- Detect and manage emotional triggers that can derail communication
- Apply techniques to make a safe environment for communication

PUBLIC SPEAKING AND PRESENTATION SKILLS

This course is designed for anyone who wants to develop effective strategies to improve confidence, effectiveness and ability in public speaking and making presentations. Whether you’re presenting to senior management, making a sales presentation, giving a speech, or speaking at a meeting, this workshop gives you the key skills that will guarantee success. This workshop will:

- Help you overcome and manage your fears of public speaking
- Show you how to craft and convey a compelling message
- Provide you with skills to deliver polished presentations

- Show you how to grab and hold your audiences interest
- Provide practice and expert feedback

QUALITY CUSTOMER SERVICE

This workshop is designed to explore the complex relationship between employees and their sometimes-invisible customers, whether they are “external” as in the case of the public, or “internal” such as colleague, co-worker, or supervisor. The workshop presents participants with strategies for listening to the voice of the customer, surpassing customer requirements and increasing customer satisfaction. The course focuses on the attitudes and communication techniques necessary for quality customer service

STRESS MANAGEMENT SKILLS

Today’s workplace demands high performance. But high performance no longer means putting work ahead of everything else. Yesterday’s organizations ignored the reality of life outside of work. They accepted the peaks and valleys of productivity created by high stress and burnout. But today’s dynamic, team-oriented organizations require flexible, creative, sustainable performance; the kind that only comes with people who know how to balance the urgent demands of work life and personal life without sacrificing either. This workshop focuses on coping and stress in four interconnected areas of life: Personal, Work, Couple and Family. Participants will:

- Discover their individual stress issues in all areas of life
- Capitalize on their coping strengths to manage stress
- Learn to minimize or eliminate common daily stressors
- Identify areas for coping skills improvement
- Improve problem solving skills to create breakthrough solutions
- Communicate more effectively and objectively
- Develop flexibility in responding to change

TIME MANAGEMENT

Shorter deadlines, competing priorities, endless meetings, interruptions and ever-higher quality expectations are just some of today’s time challenges. And yet the number of hours in the day remains the same. You can solve this dilemma by learning the practical, everyday skills revealed in this workshop. Participants will discover twelve ways to accomplish more – and enjoy work and life every day:

- Develop your “Can Do” Attitude
- Clearly establish goals
- Know what to do by prioritizing
- Analyze your time use
- Master planning for effectiveness
- Know when to do things by scheduling
- Control interruptions
- Improve meeting effectiveness
- Master paperwork
- Increase delegation strategies
- Conquer procrastination
- Develop time teamwork

ONE STEP ABOVE GREAT ENHANCING CUSTOMER SERVICE

Learn the basics of effective communication to help you deliver superior customer service by successfully interacting with internal and external customers. Learn to recognize and anticipate the needs of others, develop flexibility when handling requests and complaints, and spot and respond to important verbal and nonverbal messages.

WHO SHOULD ATTEND?

Professionals who want to successfully interact with their internal and external customers, become better team players and handle a variety of personalities at work.

Objectives:

- Understand the relationship between effective communication and quality service
- Know the elements necessary for effective communication with customers
- Use knowledge of listening, verbal and nonverbal cues, and communications styles to provide quality service
- Practice and apply communication tools and techniques for handling requests, problems and complaints effectively to the satisfaction of the customer

POSITIVE APPROACHES TO DIFFICULT PEOPLE

Don't let "difficult" people ruin another day! Learn approaches for maintaining your composure and clarifying underlying issues, as well as strategic questioning and listening techniques to discover what motivates difficult people. Leave the course refreshed and prepared to minimize the negative impact of difficult personalities in your work environment.

Who Should Attend?

Employees who deal with difficult customers, clients, bosses, co-workers or employees.

Objectives:

- Interact more effectively with difficult people
- Assess your own personality and behavior styles
- Deal effectively with criticism
- Recognize conflict-inducing behaviors
- Utilize a six-step technique to develop assertive responses
- Identify the eight types of difficult people
- Identify positive strategies for dealing with challenging personalities Syllabus:

Day one of two:

- Define "Difficult People"
- Difficult Styles - Strengths and Weaknesses
- Communication Barriers
- Art of Criticism - Giving and Taking

Day two of two:

- Overcoming Conflicts
- Styles of Communicating

- Developing Assertive Responses
- Behavior Styles of Difficult People
- Positive Strategies to Reduce the Impact of Difficult People