



BLUEPRINTS FOR BUSINESS SUCCESS

## EFFECTIVE COMMUNICATION

### **Make your communication effective and clear**

Improve communication skills and overcome communication barriers  
Understand styles of behavior and various ways of communicating  
Learn the art of active listening  
Solve problems through communication  
Communicate in groups – from planning to presenting

Participants: Business leaders, Managers, Key Individual Contributors  
Standard Curriculum: Kick-off plus 8 - 1.5 to 2 Hour Sessions  
Custom Curriculum: Add Goal Setting & Communications or Other  
Schedule: Custom

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#### **Each Session:**

Provides action-oriented exercises to produce results.  
Offers innovative ideas which can be put into action immediately.  
Provides measurable results through behavior change.  
Provides tracking methods to move you toward your goals.

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#### **One: Communicating for Results**

Communication – The Essential Human Connection  
Rewards of Successful Communication  
Communication Skills Can Be Learned  
Attitudes for Improving Communication Skills  
Setting Communication Goals

#### **Two: The Foundation of Good Communication Understanding Human Behavior**

Understanding Yourself  
Understanding Others and What Motivates Them  
Basic Styles of Behavior and Communication  
The Authentic Communicator

#### **Three: Listening – The Key to Understanding**

The Benefits of Active Listening  
Levels of Communication  
Attitudes for Effective Listening  
Barriers to Listening  
Involving the Other Person in Communication  
Effective Listening Pays Off!

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**Four: Nonverbal Communication – The Silent But Powerful Language**

Understanding the Total Message  
Reading Body Language  
Overcoming Communication Barriers

**Five: Communicating by the Written Word**

The Widespread Use of Writing to Communicate  
Preparing to Write  
The Visual Connection  
Vital Postscripts

**Six: Problem Solving Through Communication**

Problem Prevention  
Choosing a Constructive Approach in Handling Challenges  
Communication as a Coaching Tool  
The Emotional Factor

**Seven: Communicating Effectively in Groups**

Multiple Opportunities  
Planning for a Meeting  
Appropriate Purpose and Format  
Strategies for More Productive Meetings  
Preparing and Delivering a Presentation

**Eight: Communication – Putting it all Together**

Communicating is . . . Living  
Communicating is . . . Working  
Communicating is . . . Sharing  
Communicating is . . . Growing  
The Three C's of Communication  
Where Do We Go From Here?