COMMUNICATING FOR RESULTS

One Day Agenda

8:00 **Introductions:**
- Icebreaker
- Seminar Objectives
- Seminar Overview
- Housekeeping

8:20 **Presentation & Group Discussion:** Communication Overview
- Define Communication
- Communications Model: The Basis of Clarity
- Dynamics/Aspects of Good Communications

9:00 **Group Exercise:** Making Communication Work
- Critical Communication Skills
- Barriers to Effective Communications

10:00 **Break**

10:15 **Video and Group Discussion:** Communicating With Others

10:30 **Presentation and Group Exercise:** Body Language

11:15 **Presentation and Discussion:** Listening for Understanding Overview
- Define Listening/Involved Listening
- One way/two way Exercise

12:00 **Lunch**

1:00 **Video and Discussion:** The Art of Listening or Breakthrough Listening

Listening Exercise and Skill Building: Involved Listening Techniques – Case Study

2:00 **Presentation and Exercise:** Asking Probing and Powerful Questions Overview
- Types of Questions
- Using Questions Effectively: Perception Checking

2:45 **Break**

3:00 **Presentation, Discussion and Group Exercise:** Assertive Communication
- Aggressive and Passive versus Assertive Communication
- Assertiveness Communication, Self-Awareness and Self-Esteem
- Communicating Clearly Using Authentic Communication Skills

3:30 **Presentation and Discussion:** Johari's Window Overview and Application

Video and Discussion: The Dynamics of Johari's Window

4:00 **Skill Building Exercise:** Communication Case Study and Coaching

4:45 **Wrap Up**
- Review
- Communications Commitment
- Evaluations

5:00 **Conclusion**