

Diagnosing and Developing Your Communications Effectiveness

Course Summary

Description

Everyone already communicates, so “communicating well” is a skill often overlooked and vaguely defined. The seminar first focuses on why communication is so challenging and then offers specific exercises and steps to be used to improve communications – both as a sender and as a receiver. Through multiple interactive exercises, attendees will evaluate the effectiveness of current communications activities in their work environment and their own effectiveness in speaking, listening, and presenting to others.

Objectives

At the end of this course, students will be able to:

- Know the elements within the Sender-Receiver communications model.
- Identify common barriers to communication and how to address them.
- Complete a personal communications leadership style assessment and interpret the results with respect to communication style.
- Define characteristics of well-developed emotional intelligence and its impact on communication skills.
- Identify features of effective communication senders.
- Diagnose personal ability to listen accurately.
- Summarize action items to apply in professional and personal environments.

Topics

- Introduction
- Why Communication Fails: the Sender-Receiver Model
- Overcoming Communication Barriers One at a Time: Environmental, Cultural, and Individual Barriers
- What Does Leadership Style Have To Do With Communication?
- Uncovering and Responding to Hidden Agendas
- Communicating as a Sender: Media Choice, Presentations and Speaking
- Communicating as a Receiver: Listening and Asking Questions
- What's Next: Tools, Tips and Tricks to Take Home

Audience

This course is appropriate for employees at all levels within an organization. While not required, groups of employees who frequently work together may find it helpful to attend the course together.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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Course Outline

I. Introduction

- A. Session Overview
- B. Personal Introductions

II. Why Communications Fails: The Sender-Receiver Model

- A. Communications Model Components
- B. Senders and Encoding
- C. Receivers and Decoding
- D. What Can (and Can't) Be Done Between Senders and Receivers

III. Identifying and Overcoming Communications Barriers

- A. Environmental Barriers
- B. Cultural Barriers
- C. Individual Barriers

IV. Your Leadership Style and Communication

- A. Personal Leadership Assessment (Diagnostic Tool)
- B. Task-Focused Leaders
- C. People-Focused Leaders

V. Uncovering and Responding to Hidden Agendas

- A. Diagnosing and Developing Emotional Intelligence
- B. How Are Hidden Agendas Revealed and Addressed?

VI. Communicating as a Sender

- A. Helping Others Listen to You
- B. Choosing the Right Media for the Task
- C. A Process for Presentations Prep
- D. Graphics and Content Considerations

VII. Communicating as a Receiver

- A. Helping You Listen to Others
- B. What Are You Doing Instead of Listening?
- C. Hearing What Someone Means, Not Just What They Say

VIII. What's Next: Tools, Tips and Tricks to Take Home