



COMMUNICATION & LISTENING SKILLS

Training Overview:

Could your organization benefit from improved communication? Is the lack of communication slowing you down, hindering progress, or resulting in needless mistakes?

Good Communication...

- Increases productivity
- Decreases conflict
- Avoids misunderstandings
- Reduces stress
- Builds relationships
- Improves quality

This practical and engaging training will provide you with a variety of tools that can improve your communication with coworkers and clients.

Learn How To...

- Refine your verbal and non-verbal communication.
- Present yourself more effectively as a leader.
- Ask better questions in order to get better answers.
- Bridge generational differences in communication.

Good communication is essential for relationships to thrive and business to succeed. By improving communication you can increase efficiency, enhance customer service, reduce needless mistakes, lower stress for everyone involved.

Training includes follow-up by a Strata Account Executive who can provide additional support and information. Other training topics that complement this course include: "Business Etiquette," "Customer Service," and "Giving & Receiving Feedback."



Full-Day Course Outline:

1. The C3 Concept™
 - Communication Challenges
 - Character-Based Solutions
 2. Communication Basics
 - Verbal vs. Non-verbal
 - Knowing Your Audience
 3. Communicating as a Leader
 - Vision
 - Values
 - Strategy
 - Tactics
 - Feedback
 4. Check Your Personal "Brand"
 5. Effective Listening Skills
 6. Generational Differences
- (Note: an abbreviated course is available as a 100-Minute Workshop.)*

"The single biggest problem in communication is the illusion that it has taken place." —George Bernard Shaw