

## OBJECTIVE

- To experience why communication is key to the success of individuals and businesses in today's changing world and build the foundation for developing strong communication skills to be used in various situations

## WHO SHOULD ATTEND

- Owners
- Supervisors
- Managers

## SESSION DETAILS

- One half day session
- Between 10-20 participants
- Interactive, multimedia format

## BENEFITS TO BUSINESS

- Provides leaders with tools to improve communication at all levels of the organization
- Addresses how to adapt to different styles of thinking and behaviour
- Improves productivity through clear understanding of the communication model

## PROGRAM AT A GLANCE

Communication is key to the success of individuals and businesses in today's evolving world. Utilizing demonstration and discussion, participants in this workshop will explore their communication styles and learn to identify the styles of others. Through interactive exercises, participants will experience how the different styles influence our responses and reactions in day to day business situations

### Styles of Communication

- Define the four key communication styles - introvert, extrovert, process focus, people focus
- Understand the differences in the four communication styles
- How to recognize the communication styles of others through identifiable behaviours

### Adapting styles - Yours and Theirs

- Know how to best adapt your style for more effective verbal and written communications
- Understand how to craft a message in order to be concise and to ensure clarity of the intention for the receiver

### Communication Vehicles

- Understand the impact of all aspects of communication - words, tone, body language
- Know how to modify delivery vehicles for different styles and situations

### Communicating with Diversity

- Recognize key diversity issues and how to adapt communication skills to address both style and diversities such as generational, gender and cultural