

Communication Skills Workshops



IMPLEMENTING BEHAVIOURS OF SUCCESSFUL COMMUNICATIONS SKILLS

- 1 High Impact Communication
- 2 Turning Conflict into Collaboration

These two one-day courses are designed to enable you and your team to be more effective communicators, enabling your team to improve and excel. All attendees are given tools to help in day to day relationships, and personal action plans are developed to enhance skills, increase communications, reduce conflict and be more effective.

“As you begin changing your thinking, start immediately to change your behaviour. Begin to act the part of the person you would like to become. Take action on your behaviour. Too many people want to feel, then take action. This never works.”

– John Maxwell



IMPLEMENTING BEHAVIOURS OF SUCCESSFUL COMMUNICATION SKILLS

HIGH IMPACT COMMUNICATION

Your ability to communicate effectively will determine your level of success in life, both on and off the job. A large part of communication is knowing your own preferred style of communicating, as well as that of the people you communicate with on a regular basis. During this interactive workshop, you will discover your personal communication style and learn how to adapt it to work effectively with others.

Course Objectives

- Discover your communication style.
- Identify responsibilities of the sender and listener in the communication process.
- Learn to deal with communication nightmares.
- Practice adapting your personal communication style to meet diverse communication needs.
- Discuss and practice active listening.
- Develop a personal success and action plan to help you become a better communicator.

Key Points from High Impact Communication

- Perception: The viewpoint from which one mentally recognizes, grasps, or comprehends an idea or event.
 - How does perception affect communication?
- Finding meaning in different communication styles.
- The six responsibilities of the “sender.”
- Dealing with communication nightmares.
- The five steps of active listening.

COURSE LENGTH – ONE DAY

TURNING CONFLICT INTO COLLABORATION

If you work with other people, you will experience conflict at some point. It is a natural and unavoidable interaction. Conflict is something that everyone deals with in one form or another every day. How we handle conflict is critical to our communication with others, and to our overall success.

It is important to realize that conflict isn't always a negative experience. At the end of this course you will be able to:

- Understand why conflict in the workplace happens.
- Change your perspective of conflict.
- Identify the three most common conflicts in the workplace
- Take personal responsibility for dealing with conflict.
- Use the “Everybody Wins” approach in a conflict situation

Key Information from this Program:

- Each participant takes a self-assessment prior to taking the course to determine how well they presently handle conflict.
- The three types of conflict: Peer-to-Peer, Work-Team, and Manager-Employee.
- The “Everybody Wins” Approach:
 - Step 1:** Everyone tells it like they see it.
 - Step 2:** Get everything on the table.
 - Step 3:** Focus on the Future
- Each participant will leave with an action plan to help them handle conflict in the future.

COURSE LENGTH – ONE DAY

Please call **515.727.0731** or visit www.atwtraining.com

Unleashing Human Potential™

ATW Training & Consulting is dedicated to creating high-performance workplaces through the growth of people.

Our passion is helping you unleash the human potential within your organization through our customized training services, expert consultation and coaching, and extensive training product library. We work with all levels of employees, helping them achieve improved productivity and new heights of professional growth.

Our core topic areas include:

- *Business Writing*
- *Change Management*
- *Communication Skills*
- *Conflict Resolution*
- *Customer Service*
- *Leadership*
- *Legal Issues*
- *Sales*
- *Supervision & Management*
- *Teamwork*
- *Time Management*



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