

Effective Communication

Presented by Bob Czimbal

Professional success and the success of the company depend on the employees mastering basic communication skills. Being able to effectively articulate your thoughts and ideas builds confidence and credibility. Effective communication inspires trust that you are competent to understand what is being reported.

Effective communication is like two people using walkie-talkies to send and receive messages. Both parties must have their power on and be attuned to the same channel. In order for there to be a clear and concise exchange of information the static must be minimized. Good two way communication involves one person intelligently transmitting the facts while the other person is receptive and accurately interprets the message.

Communication is an art form that requires a commitment to continuous improvement. The goal of this seminar is to provide the employees with a full toolbox of practical interpersonal skills to use with coworkers and customers.

Sample Topics:

- Exchanging Feedback
- Communication Tips
- Cooperation versus Competition
- Personal Profile of Communication
- Evaluating Content and Intention
- From Resistance to Receptivity
- Going Beyond Words to Meaning
- Learning Body Language
- Expressing Yourself Clearly
- Asking Great Questions
- Getting to the Point
- Transforming Conflict into Harmony
- Open and Empathic Communication
- Building Credibility and Trust
- Integrity of Words and Actions
- Communicating Across Differences
- Reading Wordless Messages
- How to Read your Audience
- Customize Your Communication
- Reality Checks
- Using Humor to Make a Serious Point
- Seeking to Understand
- Saying What you Mean
- Getting your Point Across
- Lengthening your Attention Span
- Adapting your Communication Style
- Prevent Communication Breakdowns
- Action Plan for Success

Handout:

Communication Skills

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