



## Developing Communication Fundamentals

Great communication is how the best results get delivered fastest. But articulating what you mean can be tough especially when you're under pressure. That often means people send an email when a call or meeting would be much more effective. Learning to clearly state what you think, why you think it and how you should move forward is a skill that every employee needs, regardless of their level.

Your challenge is to express your thoughts in a clear and concise manner so issues are tackled, concerns are raised and everyone can contribute their best.

### How do I know I should attend this workshop?

1. Have you ever been told that you need better communication skills?
2. Have you ever been surprised by someone's reaction or follow-up to what you said?
3. Would you like to feel more confident in meetings or on video conference calls?
4. Would you like more insight and practice of your core communication skills?
5. Might it help to better understand your communication strengths and development needs?

If you answer yes to most of these five questions then this workshop is for you.

### What will I do?

In a group of 6-8 participants, you will work on:

- Understanding what gets in the way of great communication
- Developing insight and ability into how you use fundamental communication skills
- Growing your awareness of how to use your words, tone of voice and body language; especially to have an improved presence on video conference calls
- Practicing communicating in a variety of contexts and situations
- Getting peer and facilitator feedback about what works and what doesn't

### What are the outcomes?

By the end of this workshop you will have:

- Understood your development needs and learned how to further develop your skills
- Worked on the primary communication tools: words, voice, body language and mind
- Developed listening, questioning, testing for understanding and summarizing skills
- Worked on stating your position, empathizing with others and being assertive
- Thought about how you share information for maximum clarity and minimum emotional impact

### How do I prepare?

Think about two situations: one being a positive communication experience and the other negative.



Try to think about what you did that made the difference. Be prepared to share this with the group.

## **Who is iOpener?**

We develop people and organization performance through the power of happiness at work.