



Who Should Attend?:

This workshop is designed for managers who are called upon to help make their organizations more productive. It is especially relevant for executives as well as senior and mid-level managers. Staff managers involved in human resources, quality management, and organizational development also benefit from attending.

Communicating Supportively

Training & Development Module

An interactive workshop designed to provide your management team with a solid understanding of communicating effectively and a broad range of communication strategies and tactics.

The Problem:

Poor communication plagues many otherwise healthy organizations. It can occur on many platforms, including electronically, over the telephone, in writing, or direct face to face. Poor communication costs organizations in a multitude of ways, including lost time, wasted energy, financial loss, and inefficiencies of task.

Despite the widespread, insidious nature of poor Communication, many managers are unable to communicate effectively or direct their staff in communication. In order to achieve optimum levels of staff morale and productivity managers must be able to identify individuals with communication skills and quickly train them in effective communication.

The Solution:

Our Effective Communication workshop provides participants with an array of tools to recognize poor communication, guide others in communicating effectively, and to communicate effectively yourself.

Some of the key features of the workshop are

- opportunities to learn from the first hand experience of expert communication practitioners;
- opportunities to engage in interactive simulations and role-playing; and
- opportunities to share ideas among and network with managers from different fields.

Learning Outcomes of the Effective Communication Workshop:

At the end of this workshop, participants will have gained the ability to

- understand the importance of effective communication
- understand the concept of supportive communication
- be able to coach and counsel others
- know the principles of supportive communication
- understand the cultural differences in effective communication
- demonstrate to their organizations the cost benefits of having employees that are able to communicate effectively; and
- help create a positive workplace atmosphere that fosters efficiency and productivity.

Seven Benefits of Attending the Effective Communication Workshop:

1. Be able to identify ineffective communication.
2. Learn to select and implement the most appropriate strategies and tactics.
3. Move from identification poor communication to implementation of effective communication.
4. Reduce loss of productive time due to poor communication.
5. Improve workplace communication.
6. Lessen the impact of ineffective communication on an organization.
7. Make the link between ineffective communication and organizational costs.

People. Leadership. Results.



About Us

The Fulcrum Group is an established and proven executive coaching, consulting, and training company that helps organizations improve their leaders and achieve optimal business productivity.

Contact Us:

1 (647) 887.7896
improve@thefulcrumgroup.ca

Program Content:

Day 1

The Anatomy of Effective Communication

- Review of participants expectations, values, and experiences
- Role of a person who intervenes a poor communicator
- Definition communicating effectively in an organization
- Levels of effective communication
- Stages in effective communication
- Ineffective communication as a weapon
- Styles of intervention
- Review of strategies and tactics
- Demonstrations and practice sessions
- Daily Learning Register

Day 2

Trying Out the Options

- Effectively communicating as a group as a pre-emptive or mitigating tactic
- Mediation as a technique and process
- Training those with ineffective communication
- Assisting with effective communication
- Using positive processes
- Going to the top: System-wide interventions
- Demonstrations and practice sessions
- Daily Learning Register

Day 3

Principles and Practices

- Responses to and consequences of ineffective communication
- Cultural differences in effective communication
- The organization as a "community of interest"
- The ineffective communicator intervener: A catalyst for positive growth
- Measuring the effects of effective communication
- Measuring the effects of intervention
- Building an effectively communicating culture in an organization
- Further reading in effective communication
- Workshop evaluation and research questionnaire