



distinctions

## Communication for Producing Results

**Central to effectiveness** is the ability to communicate clearly, powerfully and consistently. In Communication for Action participants grasp powerful distinctions in interpersonal communication that foster extraordinary results, synergy, and teamwork. The program focuses on the kind of communicating that goes way beyond speaking and listening or accurately transferring and exchanging information to one another. As individuals improve their communication with each other, overall organizational effectiveness and productivity is enhanced. No longer does confusion, upset and misunderstanding cloud an individual and the organization's ability to work together effectively.

**Communication for Action** focuses on the importance of developing and delivering consistent messages both in word and action. As others understand the "why" behind key decisions, actions, and strategies – teamwork, alignment and commitment is enhanced throughout the organization.

This program also addresses how to communicate and understand varying cultures and diverse employee groups.

### Objectives

- Advance leaders' and managers' self-awareness regarding their communication style and the impact it has on other people and teams.
- Understand how their own and others perceptions, beliefs and habits impacts listening, understanding and overall effectiveness and teamwork.
- Learn how to manage themselves better, especially when facing work situations that cause them stress.
- Gain the power and confidence to effectively communicate so individuals and teams have clarity and certainty around specific strategies and objectives.
- Learn the key principles for communicating ideas and information that creates consistent messages throughout the organization.
- Build productive working relationships between employees and among teams based on mutual understanding and creating win-win possibilities.
- Utilize effective communication best practices with customers and vendors to deepen and strengthen ongoing working relationship and partnership.

### As a result of the program, participants will learn to:

- Discover habits of speaking and listening that limit the possibilities of communication and create new ways of communicating that ensure clarity and understanding.
- Learn new ways to communicate, listen, and deal with managers, peers, direct reports, customers and others.
- Enhance skills in listening, questioning, clarifying, sharing intentions, defining expectations, and proposing options.
- Identify key elements of a communication plan to ensure that specific messages are delivered to, and understood by, stakeholders.
- Actively listen to and understand what others say.
- Manage internal and external distractions that can interfere with communication.
- Match the appropriate method of communication to their messages.

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