

EFFECTIVE COMMUNICATION

Communicate Effectively and Clear



Our Philosophy

“Leaders are agents of positive change. They understand that change is a process and not an event. A leader’s passion is to grow everything and everyone around them to achieve a greater and enriched potential.”



WHY ESSENTIAL COMMUNICATION SKILLS MATTER!

**Organizational Goals =
Trained People**

Effective Communication – The difference between great organizations that reach their stated vision and mission, and the mediocre ones who don’t... is *effective communication*. The lack of quality communication skills will doom any strategy or number of corporate goals to failure.

Our **Effective Communication** program will help individuals, managers and their teams:

- Speak more clearly
- E-Mail Etiquette
- Read Body Language
- Memos that get noticed
- What not to put in writing
- Active Listening Skills
- How to be authentic and respectfully disagree
- The pitfalls of poor communication
- Public presentation skills
- Attitude is everything, the constructive approach
- Planning meetings that actually get something done.
- Overcoming common barriers to communication
- The right way to correct others that really works
- The new age... meetings verses web conferencing
- Communicating with remote or home offices

Leadership Excellence, Ltd. is the premier training, development and coaching organization for 21st century leaders. We effectively build individuals and organizations to reach their highest leadership potential.

Leadership Excellence, Ltd. is proudly partnered with Leadership Management International (LMI). We have the proven development tools and processes for positive and lasting change.

For more information on other courses and services we offer, visit LeadershipExcellenceNow.com or contact:

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6 Week Course Outline

Course 1: Communicating For Results

- Communication – The Essential Human Connection
- Rewards of Successful Communications
- Communication Skills Can Be Learned
- Attitudes for Improving Communication Skills
- The Three C's of Communication
- Setting Communication Goals

Course 2: The Psychology of Communication

- Understanding Yourself
- What Motivates People
- Basic Styles of Communication and People
- The Authentic Communicator
- Active Listening

Course 3: Understanding – The Key to Effective Communication

- The Two-Way Process of Communication
- The Different Levels of Communication
- Barriers to Listening & Overcoming Barriers
- Involving the Other Person in Communication
- Attitudes for Effective Listening
- Interpreting Nonverbal Communication
- Intentional Verses Unintentional Body Language
- Reading Body Language

Course 4: Communicating by the Written Word

- The Widespread Use of Writing to Communicate
- Preparing to Write
- The Visual Connection
- Vital Postscripts
- What You Should Never Put in Writing!

Course 5: Problem Solving Through Communication

- Problem Prevention
- Choosing a Constructive Approach to Handling Challenges
- Communication as a Coaching Tool
- The Emotional Factor

Course 6: Building Successful Relationships Through Communication

- The Benefits of Good Communication
- Meetings – A Golden Opportunity for Effective Communication
- Planning for a Meeting
- Choosing the Appropriate Purpose and Format
- Strategies for More Productive Meetings
- Preparing and Delivering a Presentation
- Experiencing the Human Connection