



2010

Effective Communication® Communication Development Schedule

“Whatever you vividly image, ardently desire, sincerely believe and enthusiastically act upon, must inevitably come to pass!”

Schedule of Sessions

Pre-conference Goal setting one-on-one session

Kick off meeting Including Planning Tool training

LESSON ONE: *Communication For Results*

- ✓ Communication — The Essential Human Connection
- ✓ Rewards of Successful Communication
- ✓ Communication Skills Can Be Learned
- ✓ Attitudes for Improving Communication Skills
- ✓ The Three Cs of Communication
- ✓ Setting Communication Goals

Summary and Affirmations

Application and Action

Participant’s Feedback Sheet

✍ *Plan of Action*

- ✍ Basic Communication Styles Inventory
- ✍ Communication Styles Scoring Grid
- ✍ Communication Style Preferences
- ✍ Team Member Communication Styles
- ✍ Style Flexing Strategies

LESSON TWO: *The Psychology Of Communication*

- ✓ Understanding Yourself
- ✓ What Motivates People
- ✓ Basic Styles of Behavior and Communication
- ✓ The Authentic Communicator

Summary and Affirmations

Application and Action

Participant’s Feedback Sheet

✍ *Plan of Action*

LESSON THREE: *Understanding - The Key to effective communication*

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

Summary and Affirmations

Application and Action

Participant's Feedback Sheet

✍ *Plan of Action*

- ✍ Attitudes for Effective Listening
- ✍ Plan to Improve Each Level of Communication
- ✍ Interpreting Nonverbal Signals
- ✍ Group Dynamics and Nonverbal Cues
- ✍ What Does This Say to You?
- ✍ Responding Effectively to Nonverbal Cues
- ✍ Overcoming Communication Barriers

Mid-Term Evaluation

LESSON FOUR: *Communicating by the Written Word*

- ✓ The Widespread Use of Writing to Communicate
- ✓ Preparing to Write
- ✓ The Visual Connection
- ✓ Vital Postscripts

Summary and Affirmations

Application and Action

Participant's Feedback Sheet

✍ *Plan of Action*

- ✍ Preplanning Analysis for Written Messages
- ✍ Communication Flow Analysis — In
- ✍ Communication Flow Analysis — Out

LESSON FIVE: *Problem Solving Through Communication*

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

Summary and Affirmations

Application and Action

Participant's Feedback Sheet

✍ *Plan of Action*

- ✍ Communication Problem Identifier
- ✍ Problem-Solving Questions
- ✍ Conditions for Cooperation
- ✍ Problem Solver

LESSON SIX: *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 7
- ✓ Preparing and Delivering a Presentation
- ✓ Experiencing the Human Connection

Summary and Affirmations

Application and Action

Participant's Feedback Sheet

✍ *Plan of Action*

- ✍ Meeting Planner
- ✍ Consider the Cost
- ✍ Checklist for Preparing a Presentation
- ✍ Checklist for Delivering a Presentation

Final Evaluation

Review and Participants Graduation