



# Effective Communication®

## Communication Development Schedule

*“Communication is the real work of leadership.” Nitin Nohria*

### 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***