

# Virtual Communicate With Impact

## One day

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Consider how much time you spend communicating in an average work week. Are you confident that all your communication is productive and strengthens relationships? If you would like to ensure you spend less time clarifying messages and more time getting work done, this course is for you.

You learn the listening and speaking skills needed to communicate clearly and concisely in one-to-one and small group conversations.

### Who should attend

This course is for people who need to be purposeful, focused and succinct in their day-to-day business conversations. It is also a useful course for intact work teams. We recommend a maximum of 15 participants.

### You learn to

- apply a proven framework to plan and manage effective conversations
- overcome the common barriers that cause interference between speakers and listeners
- send messages that build relationships and convey corporate values and beliefs
- use a clear speaking style to express ideas succinctly
- adapt your speaking style for different people and situations
- package information to help listeners follow the logic of your message
- determine the appropriate content and level of detail for every conversation
- communicate effectively with people from four different behavioral styles
- use body language, eye contact and posture to demonstrate confidence
- ask insightful questions to probe for information
- listen actively to gather the right information

### What to expect

This course is fast-paced and interactive, with virtual breakout groups, chats and discussions. Through a combination of facilitator-led sessions and self-directed learning, you enhance your communication skills and build on your strengths so you can convey ideas more effectively.

Your digital manual guides you through the day. To help you transfer your learning to the workplace, you also receive a comprehensive online Resource Guide that includes the 5 Cs Planner, additional information, self-assessments, job aids and checklists.

## How you spend your time

Virtual Communicate With Impact includes the following activities:

### Morning

#### Session 1: Kickoff (8:30-9:45)

Learn to:

- overcome barriers that interfere with communication
- explore the stages of group development

#### Self-directed learning: Prepare to adapt style and use skills (10-11)

Guided by your digital manual, you engage with interactive self-assessments, text and video activities to:

- assess and reflect on your own and others' behavioral styles
- review techniques to answer and respond to questions

The facilitator keeps the virtual platform open between sessions to answer questions and provide coaching.

#### Session 2: Adapt style and use skills (11-12)

Learn to:

- adapt your communication style to flex to others
- use a clear speaking style to express ideas succinctly
- ask insightful questions and listen actively
- use words, voice and body language to enhance communication

### Afternoon

#### Session 3: Plan and organize (1-1:30)

Learn to:

- plan and organize your conversations to help your listeners
- determine the appropriate content and level of detail

#### Self-directed learning: Prepare for practice conversations (1:30-2:45)

Working individually or with a partner, you:

- complete the 5 Cs Planner to plan and organize a scenario-based conversation
- assess and reflect on your listening strengths and challenges
- assess your voice and body language communication skills (optional)

The facilitator keeps the virtual platform open between sessions to answer questions and provide coaching.

#### Session 4: Practice conversations (3-4:30)

You practice using your communication skills through scenario-based roleplays in breakout rooms. Everyone gives feedback, and everyone receives feedback from peers and from the facilitator.