

IN PERSON · ONE DAY

## Communicate With Impact

Consider how many crucial conversations you have in an average work week. Do you struggle with difficult conversations? Are you confident that all your important conversations are productive and strengthen your relationships? If you would like to be confident that all your key conversations achieve your goals, 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. Learn to use AI to improve how you communicate.

### Who should attend

This course is for people who need to be purposeful, focused and succinct in their critical business conversations. It is also a useful course for intact work teams. We recommend up to 16 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
- Use a clear speaking style to express ideas succinctly
- 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
- Collaborate with AI to improve how you communicate
- Listen actively to gather the right information
- Manage difficult conversations with confidence

## What to expect

Discover your behavioral style and learn how to better adapt to others. Enhance your communication skills and build on your strengths, so you can convey ideas more effectively. To help you transfer your learning to your real-world conversations, you receive a comprehensive manual with practical resources and job aids for post-course reference.

## How you spend your time

### Use communication skills

Learn to:

- Overcome barriers that interfere with communication
- Use a clear speaking style to express ideas succinctly
- Ask insightful questions and listen actively
- Collaborate with AI to improve how you communicate
- Use words, voice and body language to enhance communication

Guided by your manual, you assess and reflect on your behavioral style and your listening skills. Your facilitator is available to answer questions and provide coaching.

### Adapt your style

Learn to:

- Recognize the four paths to communication
- Adapt your communication style to flex to others

### Plan and organize

Learn to:

- Plan and organize your conversations to help your listeners
- Determine the appropriate content and level of detail

Working with a small group, you complete the 5 Cs Planner to plan and organize a scenario-based conversation. Your facilitator is available to answer questions and provide coaching.

## **Practice conversations**

You practice using your communication skills through scenario-based roleplays in small groups. Everyone gives and receives feedback from peers and from the facilitator. Leave with new concepts, skills and tools to help you improve your real-world communication in the future.