

VIRTUAL · FOUR HOURS PLUS COACHING

## Communicate With Impact

Consider how much time you spend having conversations 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. We recommend up to 12 participants. This is a public course, and to protect your proprietary content, you learn together as a group but share your culminating project with the facilitator only in a comfortable and secure environment.

### 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
- Listen actively to gather the right information

## What to expect

This course is fast-paced and interactive, with chats and discussions. Enhance your communication skills through a combination of facilitator-led sessions, self-directed learning, and individual coaching. 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 digital manual with practical resources and job aids for post-course reference.

## How you spend your time

*Virtual Communicate With Impact* includes the following activities in two learning Modules.

### Module 1 (Four hours)

#### Virtual Session 1: 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
- Use words, voice and body language to enhance communication

#### Self-directed learning

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

#### Virtual Session 2: Adapt your style

Learn to:

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

## **Virtual Session 3: Plan and organize**

Learn to:

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

## **Self-directed learning**

Complete the 5 Cs planner to plan and organize a conversation. Your facilitator is available to answer questions.

## **Module 2 (20 minutes per person)**

### **Virtual Session 4: Individual coaching**

Meet with your facilitator for twenty minutes of individual coaching. You discuss your upcoming conversation and practice using your communication skills. Your facilitator gives you supportive, personalized feedback and guidance. Leave with new concepts, skills and tools to help you improve your real-world communication in the future.