

“The most important single ingredient in the formula of success is knowing how to get along with people.”  
Theodore Roosevelt

**Communication Workshop Overview:**

“We have more ways to communicate, yet our communication is worse than ever.”  
“We have more ways to connect to one another, yet we are disconnected more than ever.”  
Lee Ann Szelog

Effective communication skills are the building blocks for what is commonly referred to as “people skills.” If managers cannot communicate clearly and persuasively then capable leadership, teamwork, customer service, or even the ability to execute a coherent business strategy is at risk. If employees cannot communicate clearly and persuasively, customer attraction, retention and expansion is at risk. In this day and age, effective communication is more challenging than ever before with all the various ways in which we have to communicate. Technology gives us more choices, but we need to take time to understand and balance the high tech of communications with high touch.

**Program Module Overview Options:** You can mix and match any of the following modules to build a program that is most suitable for your audience. I will include unique aspects about your company to ensure a meaningful learning opportunity for participants and practical applications. These modules can be scheduled in one day or over the course of several days, which helps participants learn at a more methodical pace.

**Communication Styles: 1.5 hours**

To bring about meaningful improvements in communication skills, the best way to begin is to build a better understanding of personal communication styles and their effects on others. By understanding one’s own communication style as well as other styles and behavior, employees and managers improve their interpersonal skills and develop stronger relationships. With whom can you use this information? Employees, managers, clients, students, faculty, alumni, community members, friends, family and the list goes on.....

**Communication Gaps and Teamwork: 2 hours**

Group discussions and interactions to understand communication gaps, how to avoid them and understand the various perspectives that get in the way of good communication. Learn a powerful technique that helps individuals control and maintain productive and positive communications. Discover how to communicate clear expectations and how to balance communications via technology and in-person.

**Communicating Solutions: 1 hour**

Learn an effective communication and problem-solving technique that helps participants look at and communicate important issues and decisions from a number of different perspectives. It helps people communicate clearly in order to make better decisions by pushing them to move outside their habitual ways of thinking. As such, it helps them understand the full complexity of a problem or a decision, and spot issues and opportunities which you might otherwise not notice.