

## Effective Communication (1 day)

**Description:** Communication – the great divide between meaningful interaction and misunderstandings. It is a skill often taken for granted by leaders and their subordinates alike. What we “meant” to say and what is understood as having been said can cause friction, unrest, and lack of engagement, confusion and poor job performance. We can get in our own way when dealing with others – not out of malicious or conscious desire to do harm but rather because of our own blind spots as to how we are perceived vs. what we intended to say and do. This program will help you gain insights into your own behaviors, understand how others may react to you in unintended ways, and support your understanding of others. Are you aware of your behavior? Do you know the impact you have on others? Is it what you intended? Are you willing to adapt to others and, if so, do you know how to do that? Regardless of your stage of life, professional goals or personal goals, developing meaningful relationships creates the foundation for a satisfied life. This program will provide a framework within which you will understand your strengths, potential limitations and create a Mastery Commitment, which promotes your desire to raise the bar on effective communication.

### Objectives:

- Understand the link between behavior and communication
- Understand their communication strengths and possible limitations
- Understand and utilize various approaches to improve communication through knowledge, understanding, respect, and adapting to others.

### Outline:

- Dynamics of communication
- Behavioral analysis – Self scored assessment DiSC® Classic Profile
- Understanding others – people compatibility
- Situational analysis
- Action plan development