

Communication Skills for Professionals

Course Overview



Course Description

According to research, engaging in effective communication and building strong workplace relationships are both critical for career success. That is especially true for professionals in today's work environment, where more and more work is completed by matrixed, cross-functional teams that must communicate effectively to succeed.

To that end, this highly interactive and entertaining course will help participants improve their workplace communication skills. Through self-analysis, case studies, and group exercises, participants will learn immediately applicable communication skills that will help them build stronger, more productive workplace relationships.

Course Objectives

Upon completion of this program, participants will be able to:

- Leverage their individual workplace communication strengths, while compensating for their individual workplace communication weaknesses as identified by the *What's My Communication Style?* assessment;

- Identify and overcome triggers that can lead to workplace conflict;
- Demonstrate high levels of emotional self-awareness and self-expression;
- Apply a number of communication tips and techniques designed to improve interpersonal workplace relationships;
- Engage in active-listening skills; and
- Implement the "One Issue" approach to building stronger workplace relationships.

Key Topics Covered

This course explores the following in depth:

- The four communication styles, including their strengths and weaknesses
- Emotional triggers
- "The Circle of Engagement"
- Emotional Self-Awareness and Self-Expression
- Active Listening
- Tips for Giving and Receiving Negative Feedback
- "One-Sided" vs. "Two-Sided" Appeals
- The "One-Issue" approach to building stronger workplace relationships

For more information – or to schedule a workshop – please contact us today.



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