



**THE  
ENTERPRISE  
CENTRE**

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## **Communicating Effectively**

**ENT1524**

2 Days

### **Objective**

This two-day workshop will be for anyone in an organization looking to improve their communication skills. In it they will develop a deeper understanding of the common barriers to effective communication, recognize the dynamics of eight communication environments, understand the role body language and other unspoken messages play in the communication process, develop assertive questioning and feedback skills, strengthen listening skills, and choose the right channel to convey messages. Specific communication tools, like "I" messages, acknowledgement statements, and relevancy questions, will strengthen the participant's overall communication effectiveness.

### **Process**

Participants are invited to engage in exercises, simulations and discussions to model techniques, explore the topics covered and practice skills for later use in their personal and organizational environments.

### **Participants will be able to:**

- plan, conduct and focus communications centering on everyday work experiences
- listen effectively
- obtain information needed to make sound decisions
- solicit feedback in a positive, objective manner
- motivate by asserting requirements and by managing other people's expectations
- avoid misunderstandings, defensive habits and other synergy blocks