

## COMMUNICATION: TRANSMITTING SUCCESSFULLY

<b>Behavioral Expectations:</b>	<b>Module Outline:</b>
<ul style="list-style-type: none"> <li>• Explain reasons why we listen poorly</li> <li>• Learn the four key components to effective communication</li> <li>• Describe how verbal and non-verbal communication can be misunderstood</li> <li>• Describe solutions to be a more effective listener</li> <li>• Describe the ABC's of good communication</li> <li>• Demonstrate how to clearly communicate tasks to associates</li> </ul>	<p><b>Prerequisite: None</b> <b>Schedule: Half-day session</b></p> <p>This module is designed to give the participant a sound understanding of the principles of effective communication and the skills needed to recognize and resolve communication breakdowns in the workplace.</p> <p><b>Topics Covered:</b></p> <p><b>The Four Key Components For Effective Two-Way Communication are:</b></p> <ul style="list-style-type: none"> <li>• <b>Verbal:</b> pitch, tone, rate, and clarity of speech</li> <li>• <b>Non-Verbal:</b> body language, eye contact, gestures</li> <li>• <b>Listening:</b> Understanding the message the first time</li> <li>• <b>Feedback:</b> Responding appropriately</li> </ul> <p><b>Reasons Why People Listen Poorly:</b></p> <ul style="list-style-type: none"> <li>• Fragmented Attention Span</li> <li>• Internal/External Distractions</li> <li>• Refutation</li> <li>• Premature Dismissal</li> <li>• Emotional Deafness</li> <li>• Mismatched Expectations</li> </ul> <p><b>ABC's of Communication:</b></p> <ul style="list-style-type: none"> <li>• Accuracy</li> <li>• Brevity</li> <li>• Clarity</li> </ul> <p><b>Barriers to Communication:</b></p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Appearance</li> <li>• Vocabulary</li> <li>• Experience</li> </ul> <p><b>How the Grapevine Works:</b></p> <ul style="list-style-type: none"> <li>• Source</li> <li>• Sender</li> <li>• Sub-sender</li> <li>• Receiver</li> </ul> <p><b>Key Learning Points:</b></p> <ol style="list-style-type: none"> <li>1. Participants will learn the four key components to effective two-way communication: the spoken word, non-verbal cues, listening and feedback.</li> <li>2. Through group activities and exercises the participant will learn why making assumptions can be detrimental to the work environment and how to communicate accurately, briefly, and clearly.</li> <li>3. To be effective communicators when delegating assignments, participants will learn the importance of communicating who, what, when, where, how, and why to be understood the first time.</li> </ol>