



# Communicate with Clarity

Apply skills toward being a better communicator

## Program overview

Every function and activity that takes place in an organization involves some form of direct or indirect communication. The success of these functions and activities directly depends on the ability of the people in the organization to communicate effectively. This course focuses on the process of creating open communication that increases rapport and productivity. Participants will identify concrete steps and processes that will truly help them improve their communications skills. Once these concepts are identified, they will then practice these skills during several role-play and group activities, which will add more depth and solidify their learning.

### Inside the course

The course begins with an activity where participants work in groups to identify both effective and ineffective communication elements, and their impact. It is during this activity that participants gain a better understanding of the need to communicate effectively in every interaction. They then are introduced to a five-step process for creating open and effective communication. This process is the foundation for the course, as participants will be working through each of the five steps for the rest of the session. Participants begin by working in small groups to identify barriers in the workplace that prevent the communication process from flowing smoothly. At the end of the session, participants will revisit these barriers with solutions gained through the course content and learning. Next, they will each take a communication assessment that will help pinpoint both areas of strength and areas for improvement in their personal communication skills.

Participants will then examine their communication as a group by working through a difficult challenge together. Effective communication is required for success in this challenge. Participants gain experiential insight as to where the gaps in skills hurt their opportunity for success and where their strengths in communication as a group helped to move them forward.

## Inside the course, continued

Participants explore concepts to improve their communication skills, and then immediately apply those concepts through small group activities and role plays. Through these activities, participants learn to identify the goal of a message, create assertive statements, ask for and receive input & feedback, and utilize strong questioning and listening skills. They will then apply their newly acquired skills and concepts to an actual message they need to deliver.

Supplemental information in regard to writing effective e-mail messages and delivering messages upwards to leadership is included.

### Objectives

After completing this course, you will be able to:

- Describe the five steps to creating open communication.
- Assess communication skills and identify areas of strength and development.
- Determine the most appropriate method for sharing messages.
- Demonstrate the appropriate nonverbal skills to enhance communication with others.
- Create assertive statements.
- Apply open-ended questioning techniques to increase two-way communication.
- Use active listening skills to improve rapport and productivity in the working environment.
- Respond effectively when receiving input and feedback.

### Key Outcomes

- Increase in employee engagement.
- Increased productivity.
- Improved relationships.

### Duration

This course is offered as an 8-hour ILT or a 3 hour VILT.

### Target Audience

All Employees

### Class Size

This course is designed for 8 to 25 participants

### Available Languages

English



- • • Offer your employees the opportunity to learn and grow by **maximizing their communication skills.**

For more information about **communicating with clarity**, please visit [www.gpstrategies.com](http://www.gpstrategies.com).



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