

COMMUNICATION

When communicating, it is important to understand the pitfalls to avoid by choosing the wrong method of communication and the limited impact that your words will ultimately have on those you are interacting with.

For business success, collaboration and communication are often the key elements that make the difference in terms of harmony and loyalty in customers and employees.

Conflicts in business as well as in life can be avoided by having efficient communication protocols as well as understanding how different personalities react to different methods. This practical approach benefits all. It is based on the same skills needed for successful interpersonal relationships and success in life.

People who apply the principles put forward in this training to their daily lives may be happier, more productive and healthier than those who ignore them.

TRAINING OBJECTIVES

Outcome for the Participant	<ul style="list-style-type: none"> • Better choices to communicate • Less time wasted on lengthy communications. • Adopting the Flash Meeting for increased efficiency
Outcome for the Employer	<ul style="list-style-type: none"> • More productive workforce • Less work-related stress • Conflict Resolution • Clearer accountability

CURRICULUM

TITLE	Content	Format:
Efficient communication Introduction session	<ul style="list-style-type: none"> • Learn the 5 keys of top communication. • Complete a personal profile of communication • Introduction to your homework 	Live 90-minute Session
Homework: "How do they perceive me?" secret survey.	Get the perception of others about your communication value.	Individual Homework (roughly 30 mins)

<p>Master efficient communication level 1</p>	<ul style="list-style-type: none"> •Key #1: Understand the triggers behind perceptions in communication. •Key #2: The habits of great leaders in communication Part 1. 	<p>Live or pre-recorded 120-minute Session</p>
<p>Homework: From invisible to visible.</p>	<ul style="list-style-type: none"> •Score my habits and commit officially. •Get started on weakest link. 	<p>Individual Homework (roughly 30 mins)</p>
<p>Master efficient communication level 2</p>	<ul style="list-style-type: none"> •Key #2: The habits of great leaders in communication Part 2. •Key #3: Profiling communication preferences (styles and habits to gain efficiency). •Key #4: Know when to use the proper tool to communicate and reduce interruptions (phone, email, text messages, etc.) 	<p>Live or pre-recorded 120-minute Session</p>
<p>Homework: My notebook to reduce interruptions</p>	<p>Meet with the 5 greatest sources of dysfunctional communication.</p>	<p>Individual Homework (roughly 30 mins)</p>
<p>Master efficient communication level 3</p>	<p>Key #5: Fusion listening as the foundation of all conversations.</p>	<p>Live 90-minute Session</p>
<p>Homework: Impact others</p>	<ul style="list-style-type: none"> •Meet with 3 people to practice incredible listening and obtain feedback. Answer questionnaire. 	<p>Individual Homework (roughly 30 mins)</p>
<p>Group Project: Build a Communication Protocol</p>	<p>In order to optimize and standardize the protocol of communication within your organization, use</p>	<p>Individual Homework (roughly 120 mins)</p>

	<p>what you have learned to structure what you think to be the optimal way for your team to communicate.</p> <p>Detail: the tools to use, when in person is better than remote, synchronous vs asynchronous, etc</p>	
<p>Efficient communicator graduation seminar</p>	<ul style="list-style-type: none"> •Self-Actualisation in a paradigm of performance and change. •Propel Momentum towards the future 	<p>Live 120-minute Session</p>