



Communication Skills

OVERVIEW

This workshop is designed to improve communication at all levels within an organization. Learn how to apply communication styles learned through the Extended DISC® profile to build effective working relationships with both internal team members and external customers. Communication starts with active listening, where you seek to understand before you are understood. Communication happens at many levels within the organization, both formally and informally. It is essential to communicate effectively in both settings.

LEARNING OBJECTIVES

In this workshop, participants will explore the key competencies of communication including:

- Personal awareness, constructive feedback, self-control and acceptance of others' styles
- Active listening and responding
- Demonstrating empathy when executing decisions and communicating with staff
- Improving staff performance by identifying and overcoming the style that block achievements
- Accepting others and their opinions based on their style
- Building a mutual desire for trust and respect
- Looking ahead and focusing on growth and opportunities based on style

COURSE OUTLINE

Working with Social Styles

- Understanding the basic differences between the Extended DISC® types
- Style as a source of miscommunication
- Adapting communication approaches for different personality styles

Sender - Receiver Communication

- Direct and indirect communication
- One-way versus two-way communication
- Common errors of communication
- Personal filtering systems

Active Listening Skills

- Providing feedback for clarification
- Five levels of listening
- Playback technique - checking for understanding
- Dealing with negative feedback

Formal vs. Informal Communications

- Effectiveness in both settings