



Collaborative Communication Skills

Part I And Part II

Proficient listening and speaking skills reduce misunderstandings between people, contribute to teamwork, build customer rapport and goodwill, and are essential to effectively handling problems and complaints. This two-part workshop emphasizes the importance of good communication skills for building teamwork, cooperation and support within your organization as well as for providing excellent service to your customers. In this two-part workshop you will learn to:

- Recognize the relationship between communication styles and the roles people play in group problem solving, including the role of assumptions
- Differentiate between constructive and destructive methods of communication
- Utilize methods of communication that open the door to discussion and dialogue
- Communicate your message assertively, clearly and positively
- Ask questions that will give you information without putting people on the defensive
- Remove the obstacles that get in the way of your ability to listen
- Actively listen using restating, reflecting, clarifying and summarizing skills
- Recognize the importance of body language on the listening process, along with the importance of listening for facts and feelings
- Utilize performance imaging to improve communication
- Deal with difficult people while maintaining your professionalism
- Manage your own anger and keep your cool in the toughest situations

Part I

- I. An interactive team “building” activity sets the stage for learning more about communication skills and group problem solving.

- The relationship between communication styles and the roles people play in group problem solving are explored, including the role of assumptions.
- II. Communication Door Slammers and Door Openers - An overview of both constructive and destructive methods of communication is presented, highlighting those which open the door to discussion and dialogue.
 - III. Assertive Verbal Communication Skills - Assertive verbal skills such as "I" messages, preference statements and purpose statements are presented and practiced. Included are guidelines to communicate your message clearly and positively, along with how to express appreciation.
 - IV. Tips for Effective Questioning -How to ask questions that will give you the information you need without putting people on the defensive is addressed.

Part II

- I. The Critical Art of Listening -An overview of the listening process provides the background for understanding what gets in the way of our ability to listen, along with tools and techniques to sharpen listening skills. Active listening skills such as paraphrasing, reflecting, clarifying, and summarizing are presented and practiced. The effects of body language on the listening process (face-to-face and telephone interaction), along with the importance of listening for facts and feelings are addressed.
- II. Performance Imaging -A discussion of how to utilize "mental rehearsal" practices as a way to improve communication at work performance. Participants will take part in an exercise designed to try out the three key aspects of performance imaging-- attending, imaging, and relaxing.
- III. Dealing with Negative Emotions and Difficult People - How to deal with the difficult while maintaining your professionalism and sanity. Included are practical ways to manage anger and how to keep your cool in the toughest situations.