

Workshop Fact Sheet



EFFECTIVE COMMUNICATION

Description: The purpose of this workshop is to enable individuals to communicate more effectively. This 4-to-6-hour workshop includes in-class discussion and some role-playing exercises.

Topics: Effective Listening, Effective Media Selection, Barriers to Communication, Assertive Communication, Sending Messages Effectively

Benefits: Improved communication and productivity.

Pre-work:

1. Fill out the self-assessment questionnaire before class (to be provided).
2. Identify your top three high-score items to consider during the class.

Example Class Agenda:

1. Introduction to Topic (10 minutes)
2. Class Exercise - Completing the Channel (30 minutes)
3. Presentation – Communication (30 minutes)
 - o Parts of Communication – Encoding, Decoding, Feedback
 - o Effective Media Selection – Oral, Written, Electronic
 - o E-Mail DOs and DON'Ts
 - o Barriers to Communication
 - f Information Overload
 - f Trust and Credibility
 - f Time
 - f Filtering
 - f Message Congruency
 - o Assertive Communication
4. Class Exercise - Communication Styles (30 minutes)
5. *** Break *** (15 minutes)
6. Class Exercise - Assertive Communication (20 minutes)
7. Review Tips for Effective Communication (handout) (10 minutes)
8. Presentation – Active Listening (30 minutes)
 - o Passive, Attentive and Active Listening
 - o Why is Active Listening Important (class discussion)?
 - o Characteristics of Active Listening
 - o Nonverbal Communication
9. Class Exercise - Active Listening (30 minutes)
10. Wrap-up (10 minutes)

If you would like more information on this workshop, contact Bill Proctor at wproctor@epicentergroup.com
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