

IE

INTELLECTUAL EQUITY

Training and Consulting

Training • Business Plans and Consulting • Project Management • Facilitation

Powerful Skills For Effective Communication

This class can be a 1, 1.5 or 2 hour class

~ **Success in any endeavor is dependant on your ability to communicate effectively.** This course is specifically designed to provide new perspectives, tools, and skill sets to help you become a more effective communicator.

Weather you are desirous of having more impact delivering an idea, guiding others to desired outcomes, communicating more concisely with a wider array of people, or simply becoming more familiar with the fundamentals of powerful communication; this is the platform.

We will discuss the need for receptive listening and non reaction-ary steps to create open communication channels. You will learn how to keep your composure during conflict and to increase the positive outcomes from these encounters.

You will learn how to give more effective feedback to others while building stronger relationships including with peers, bosses, friends, subordinates, and family members.

CLASS OUTLINE:

- **What is Effective Communication?**
 - The foundational elements
- **Common Communication Gaps & Frustrations**
- **The Power and Importance of Listening**
- **Listening basics; What you may not have been taught**
- **Assertive Communication Techniques**
- **Providing Feedback so others will listen**
- **How to expand and adapt your communication style**
- **Communication through conflict and confrontation**
- **Influence Communication: Guiding with questions rather than telling**
- **Presenting yourself and your ideas**
- **Alternative Communication Channels**
 - E-mail / voicemail / texting
- **Class Evaluation to share with Host Company**

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