

Communicating With Impact

About the Program

Program Description:

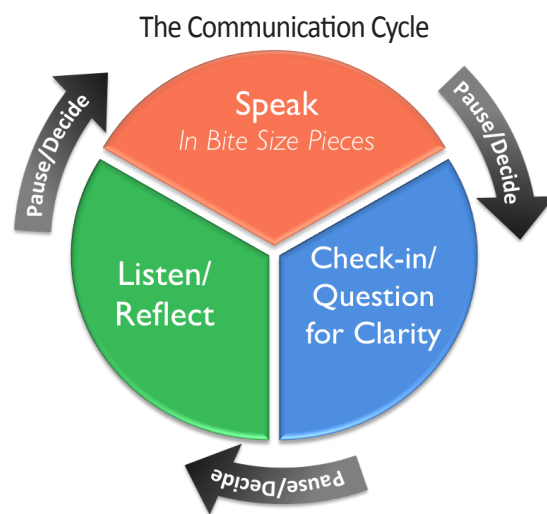
Communicating with Impact supports leaders, managers and associates to communicate effectively in one-on-one situations, in meetings and on conference calls. The ability to listen to help solve issues and problems is a critical component that is practiced in this workshop. Communicating your point-of-view in a clear and concise way is discussed and practiced using real work scenarios. This skill-based program will include presentations, demonstrations and role-play practices.



Learning Objectives:

After completing this program, you will:

1. Use the communication cycle when engaging in conversations
2. Actively listening, using the components of reflecting, attending and inviting
3. Accurately identify the concerns, needs and issues of the speaker
4. Utilize a 4-step listening model to help others move their problem toward resolution
5. Structure your ideas logically for maximum impact
6. Organize your message using mind-mapping and format tools
7. Deliver impromptu and planned communications with increased confident and effectiveness
8. Communicate your point-of-view more effectively and directly



Themes:

The contents of the **Communicating With Impact** program revolve around three models: the Communication Cycle, Listening to Problem Solve and Stating Your Point-of-View.

These models help support effective communication in a thoughtful, two-way dialogue that builds trust.



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