

Leading Form Everywhere

Principles & Practices of Highly Effective Interpersonal Communication Skills

WORKSHOP CONTEXT & PURPOSE:

Achieving effectiveness in today's workplace requires different competencies from those that drove success in the industrial age. The information age workplace is increasingly interdependent to the point that knowledge workers spend 70% to 80% communicating (reading, writing, speaking or listening). This course is specifically about the development of these crucial communication competencies. It has proven to be a very powerful learning experience having a significant impact on participants interpersonal effectiveness.

CONTENT OVERVIEW:

1. *An Inquiry into Leadership*

The topic of leadership is explored and the truth is discovered - leadership is everyone's responsibility, because to be an effectively empowered employee requires leadership skills. Participants learn what effective leadership means in the most practical, behavioral terms. Engagement and empowerment are examined and more precisely defined. Participants learn the vital difference between responsibility and accountability.

2. *Foundations in Personal & Interpersonal Effectiveness*

An inquiry personal and interpersonal effectiveness reveals why EQ (Emotional Intelligence) is more important than IQ in determining success in the 21st century workplace. We discuss the myths and the mastery of EQ, with a specific and practical focus on strategies on how to develop one's Emotional Intelligence. Participants also learn the four temperaments, who they are, how to identify and how to optimize communication with type.

3. *Building Productive & Sustainable Relationships*

Success in all these dimensions is rooted in one's capacity to ***build and maintain productive long-term relationships***. We learn the core principles that govern the cause and effect of relationship dynamics, and practices of creating highly productive relationships in all dimensions of one's life.

4. *Creating Constructive Crucial Conversations*

All of life occurs in conversations. We examine obstacles to successful communication and learn the real key to developing an open, deep information flow. We assess our listening habits identifying the impact they have on the quality of our conversations. Participants also learn to present their ideas and solutions in a manner that people will listen, believe, understand and remember what they say.

5. *Negotiating / Constructive Conflict Resolution Skills*

All of life is one big negotiation. The frightening truth is that - You don't get what you deserve; you get what you negotiate. We explore how to negotiate in a collaborative manner that produces the optimum outcomes for both parties while improving the quality of the relationship in the process. Participants also learn techniques to defend against competitive or "hard ball" negotiators.

LEARNING METHODOLOGIES:

- Interactive (Socratic) lecture
- Self-Assessment tools
- Group discussion exercises
- Case Studies