

## Effective Communication

### *Say what you mean and mean what you say.*

The simple wisdom of this old adage often fails us when we need it most. We say too much, listen too little, and fail to make the most of our chances to learn. Our communication skills can't always keep up with our needs.

Effective communication begins with learning to manage how our conversations occur and how to get results. Our communication style is based on mindsets that may not have been examined for some time. These habits, which may have worked in the past, are no longer felt to be effective.

*"We cannot solve our problems with the same thinking we used when we created them."*

Albert Einstein

Everyone sees the world differently and has a unique way of getting their message across. In order to instantly and significantly improve your communications skills, you must be able to understand the other person's point view and how they see the world. Then you can adjust your own communication style to ensure that your message is delivered in the best possible way.

Being an effective communicator is not simply a matter of natural talent. Communication skills should be developed and honed continuously throughout your life. They are the heart of interpersonal skills and the greater your commitment to improving these skills, the more effective your communication will be.

### Increase Your Communication Awareness and Improve Your Skills

Our trainers use an action learning approach that prioritizes the individual needs of learners. They provide critical awareness of communication styles, then practice building effective habits of verbal, non-verbal, listening, and interpersonal communications. Using tools such as Johari Window and Emotional intelligence, we will work with you to develop a personalized agenda to increase effectiveness.

#### Did you know?

Communication is 7% what you say; 38% how you say it; and 55% your body language.  
(A. Barbour, "Louder Than Words: Non-verbal Communication.")

The 2005/2006 study found evidence that communication effectiveness is a leading indicator of financial performance.  
(Wattson Wyatt)

The one most desirable quality in a job candidate is the ability to communicate effectively.  
(Harvard Business Review)

The time spent communicating online increased from 27% in 2006 to 32% in 2008. This includes communication activities such as e-mail, instant messaging, posting to blogs, and photo sharing.  
(Netpop)



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## Fewer Barriers to your Communication

Become an effective communicator and get your point across without misunderstanding or confusion. Our expert trainers will help you remove barriers at each stage of the communication process to ensure clear, concise, accurate, well-planned communications.

### What Participants Will Learn:

- Positive listening and responding
- Planning conversations
- Strategies for dealing with difficult situations
- Removing barriers to positive communication
- Communicating nonverbally as well as verbally
- Develop better relationships through listening
- Presentation, negotiation and marketing skills

## Workshop Contents

### Interpersonal communication

- Sending clear messages
- Reasons we communicate
- Bad or no communication
- The silent treatment

### Communication skills

1. Active listening skills
  - Importance of listening
  - Why we do and don't listen
  - Talking speed vs. speed of thought
  - Developing your skill as a listener
  - Helping yourself to listen
2. Effective questioning
  - I know vs. I understand

- Effective questions
  - Types of questions
  - Questioning techniques
  - The learning journal
3. Giving and receiving feedback
    - Johari window
    - Delivering high impact feedback
    - Giving positive feedback
    - Receiving feedback

### Mental models

- The mental model trap
- Working with mental models

### Ladder of inference

### Your communication skills action plan

## Benefits of Effective Communication

- Achieves shared understanding
- Directs the flow of information
- Helps people overcome barriers to open discussion
- Stimulates others to take action to reach goals
- Channels information to encourage people to think in new ways and to act more effectively

## Workshop Participants and Duration

The program is a one-day workshop that is designed for individuals who want to strengthen their communication skills. A small group of 15 to 30 participants is preferred to ensure balanced group dynamics and interactivity.