

# ACHIEVING COMMUNICATION EFFECTIVENESS

VITAL PRODUCTIVITY



In today's business environment, with minimal face-to-face interaction and a focus on telecommuting and remote work relationships, effective communication is more critical than ever. The ability to send clear, concise messages and listen well can mean the difference between successful business relationships and lost productivity.

## EFFECTIVE COMMUNICATION BRINGS SUCCESS

Effective communication is a vital part of life — in and out of the office. It is even more crucial when employees and their supervisors, team leaders or managers are working from separate locations, such as telecommuting or remote situations.

The Vital Learning Achieving Communication Effectiveness™ program is designed to enhance and improve on-the-job interpersonal skills. The course provides the tools needed to function more productively through improved interpersonal communication skills. After building a shared awareness of the value of effective communications, participants learn how to develop clear, concise messages that give them credibility, persuade and influence others, and increase efficiency.

Achieving Communication Effectiveness helps individuals examine their personal communication patterns and construct more effective messages. Using tools and techniques to enhance listening skills and improve messages, individuals can develop stronger interpersonal relationships. The course includes the following:

**Laying the Foundation** — Examines the four elements of communication: a message, the sender, the receiver and the message context

**Building the Framework** — Focuses on the concepts and attitudes that influence effective communication

**Completing the Structure** — Identifies each participant's personal communication patterns and their effects on others to develop solutions to communication barriers

**Adding the Finishing Touches** — Provides insight into how to design messages to incorporate feelings and how to recognize the feelings of others

Throughout the course, participants review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

## ESSENTIAL COURSE MATERIALS

Achieving Communication Effectiveness is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

### Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation

### Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Includes a Memory Jogger Card™, which gives participants a handy reminder of the course's skill points

### Video

- Presents a 30-minute video illustrating course concepts



## BENEFITS OF ACHIEVING COMMUNICATION EFFECTIVENESS

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for 14 to 20 participants to complete in one and a half days (12 hours).

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn to recognize the value of a positive self-image in effective communication.

Participants learn to assess their personal communication patterns to avoid self-defeating behavior.

Participants improve their ability to listen.

Participants identify and learn to overcome barriers to effective listening and responding.

Participants improve their messages by using tools to add confidence and credibility and demonstrate support and empathy.

Participants learn to handle conflict constructively.

Participants learn to communicate effectively, without manipulation, to deal with different behaviors and situations.

*Achieving Communication Effectiveness and Memory Jogger Card™ are trademarks of Vital Learning.*

