

Training Workshop – Module Overview

Innesskirk's innovative 'Effective Professional Communication' is an intensive program addressing a key management and leadership skills, with clear, practical guidelines every step of the way.

Tutorial sessions, real-world case studies, practical exercises, presentations and syndicate work make this an action-packed, hands-on course.

Workshop Objectives – Delegates Will Be Able To...

- Communicate professionally and effectively every time
- Understand the value of effective listening, speaking and writing
- Influence others through the use of effective communication techniques
- Deliver better results from feedback interviews, sales meetings, negotiations, public relation presentations and customer interaction.

Post Workshop – IMPACT™ Program

IMPACT™ Project – Identify a work related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training objectives t.

IMPACT™ Coaching – Participate in custom-designed coaching sessions to facilitate the completion of the **IMPACT™** Project. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

Workshop Agenda – Day One

WELCOME

Introduction And Course Objectives

Introduction of course, course material and course methodology and pedagogy. Introduction of delegates through icebreaker activity.

Introduction To Effective Professional Communication

Introduction to communication methods and objectives. Identifying business means of communication

Barriers To Effective Communication

Discussion of communication barriers and introduction to practical communication tools and techniques to have greater influence. Review of solutions to most common communication barriers.

LUNCH

Impact Of Body Language On Effective Communication

Behavior and body language is decoded and the implications for professional communications are examined. Behavioral impact of effective professional communication.

Listening And Questioning Techniques In Business Communications

The role of questioning and listening in effective communications is reviewed. Different listening styles are identified and samples of effective questioning are reviewed. Tools and techniques are covered like KISS, ACHE, Five C's and others.

Self-Analysis Of Current Communication Behavior

Identify personal communication habits currently affecting effectiveness and develop a personal improvement plan.

Communication Role-Play Sessions

Numerous short role play sessions to gain practical use of effective professional communication. Role-play scenarios are simple, straight forward practice sessions and happen throughout the entire course.

CLOSING

Review the main points of interest of the day, identify possible work-projects and preview day two.



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Workshop Agenda – Day Two

WELCOME

Johari Window And Effective Professional Communication

The concept of Johari window and it's relation to building better relationships, understanding communication strengths and weaknesses as well as the introduction of feedback.

Perfect Feedback

How to deliver supportive and corrective feedback in a positive way. Practice of implementing protocols for giving and receiving feedback.

Feedback Role-Play Sessions

Excellent meetings save time. Discussions include identifying and influencing effective meeting behaviour.

LUNCH

Effective Written Communication

Review of the ABC method of every effective written communication. Topics include methods and when to use what medium, message flow and potential problems to be included in this topic.

Cultural Impact Of Effective Professional

Communication Understanding the influence of culture on effective communication management. This session includes the importance of organization culture and cross-cultural influence on effective professional management communication.

Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information received during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

CLOSING

Review of the key points of interest for the course, deliver course administration including evaluation, action plan, and certificates.

Do You Have Specific Requirements?

Tailoring For In-Company Delivery

We can run this workshop as a one, two or three day event. We can also adapt the content to meet your specific training objectives.

For more information about our In-Company specialized workshop services, email us at info@innesskirk.com to discuss your specific requirements further.



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