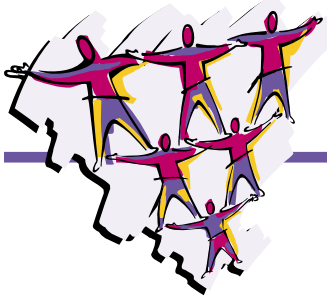


# Essential Skills of Communicating



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*Helping organizations create a stronger workforce, and coaching people to perform at their best!*

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**LEARNING**

*Take The Lead.*

## SUPERVISORY TRAINING

Team leaders and first-line managers face major challenges today in effectively communicating with their team members, as well as other people in the organization.

Vital Learning's revised ***Essential Skills of Communicating*** is based on over 20 years of success with one of the best *Supervision Series* training programs.

It is based on the successful Behavior Modeling process from the original program. This process allows participants to practice in the safe environment of the classroom. The skill development process and the program's implementation tools provide a sound foundation for a true skill-transfer to take place once the participants leave the classroom.

### New Features:

- New Skill Point: Create a Climate of Open Communication
- Integrated Facilitator Guide and Participant Workbook
- Both Office and Industrial Video Scenarios
- PowerPoint Presentation
- New Skill Practices
- Pre- and Post-Test

Good communication involves a set of complex skills. To communicate effectively in today's world, a sender must transmit messages that are clear, well organized, and aimed at the needs and interest of the receiver. ***Essential Skills of Communicating*** enables leaders to learn the latest techniques in effective communication and how to apply them to their job. Net results equals increased productivity from all team members.

Prepare your team leaders today to deal with the challenges of tomorrow with ***Essential Skills of Communicating***.

## Objectives

Managers and team leaders will learn to:

- See that communication is a two-way process.
- Construct clear, concise messages in the interest of the receiver.
- Manage nonverbal behaviors to reinforce the intent of their message.
- Listen actively to improve communication.
- Create a climate of open communication that increases their team members' motivation and commitment.

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## Who In Your Organization Will Benefit?

Team leaders and first-line managers in both office and industrial environments.

## Description

Communicating effectively is the key to implementing good management skills. In this module, your team leaders learn to create a climate of open communication, design clear, concise messages, recognize nonverbal cues, probe for clarification, and how to confirm another person's understanding of the issues.

## Course Length and Format

**Essential Skills of Communicating** is an interactive, 4-5 hour group workshop designed for 6 to 18 participants.

The workshop includes:

- Video presentations of case studies.
- Group discussions that open opportunities to exchange views, experiences, and ideas.
- Exercises to develop and transfer skills.
- Extensive skill practices.
- Immediate feedback when participants practice the skills and techniques taught in the workshop.

## Course Materials

**Facilitator Guide**—Contains complete instructions on how to facilitate the workshop. It includes explanatory text for the trainer, sample trainer narrative, transcripts of visual segments, and annotation notes.

**Participant Workbook**—Contains cognitive exercises, forms for workshop activities, skill practice aids, and a video synopsis. A Job Aids section provides tools and alternative methods of supplementing, reinforcing, and documenting the application of skills for communicating effectively.

**Video Component**—Contains an introductory segment and a traditional behavior scenario, followed by a behavior model in both office and industrial versions.

**PowerPoint Presentation**—Provides critical skills analysis.

**Self-Assessment Worksheet**—Facilitates the transfer of learned skills to the workplace.

**Memory Jogger Card**—Provides a handy, succinct reminder of the module's skill points. This card can be used on the job as a reminder of the learned skill points.

## Essential Skills Modules

The first two modules in the series help to develop skills which lay the groundwork for all of the interpersonal modules.

- **Essential Skills of Leadership** enables your team leaders to get the best from their team members.
- **Essential Skills of Communicating** enables your team leaders to learn the latest techniques in effective communication and how to apply them to their job.

### The Principles of Behavioral Modeling

- Traditional Models
- Positive Models
- Discussion
- Skill Practice