



Effective Communications®

Miscommunication can cost businesses and industries millions of dollars each year. Becoming an effective communicator can be learned. It takes understanding of human behavior and communication styles. Effective communication is a dynamic process that offers long-term dividends for the life of your company. LMI's Effective Communications program will help people: Understand styles of behavior and various ways of communicating; Overcome communication barriers and improve communication skills; Learn the art of active listening; Solve problems through communication; and Communicate in groups from planning to presenting.

1 – Communicating for Results

- Communication – The Essential Human Connection
- Rewards of Successful Communication
- Communication Skills Can Be Learned
- Attitudes for Improving Communication Skills
- The Three C's of Communication
- Setting Communication Goals

2 – The Psychology of Communication

- Understanding Yourself
- What Motivates People
- Basic Styles of Behavior and Communication
- The Authentic Communicator

3 – Understanding: The Key to Effective Communication

- The Two-Way Process of Communication
- Levels of Communication
- Barriers to Listening
- Involving the Other Person in Communication
- Attitudes for Effective Listening
- Interpreting Nonverbal Communication
- Intentional Versus Unintentional Body Language
- Reading Body Language
- Overcoming Communication Barriers

4 – Communicating by the Written Word

- The Widespread Use of Writing to Communicate
- Preparing to Write
- The Visual Connection
- Vital Postscripts

5 – Problem Solving Through Communication

- Problem Prevention
- Choosing a Constructive Approach to Handling Challenges
- Communication as a Coaching Tool
- The Emotional Factor

6 – Building Successful Relationships Through Communication

- The Benefits of Good Communication
- Meetings – A Golden Opportunity for Effective Communication
- Planning for a Meeting
- Choosing the Appropriate Purpose and Format
- Strategies for More Productive Meetings
- Preparing and Delivering a Presentation
- Experiencing the Human Connection

Developing Extraordinary Leaders.
Delivering Extraordinary Results.
Guaranteed.

