

Do you command the room?

LEAD  GOALS

11-WEEK COURSE

EFFECTIVE COMMUNICATIONS

Whether it is presenting to a large group, addressing your boss, or simply leaving a note for a colleague, communicating effectively, is key to the success of the employee as well as the business. Too often, a phrase or comment can be misinterpreted and drive the meeting, email exchange, or interaction awry—leaving a bruised relationship in its wake. This course will work with you on whole communication. In the end, you will have the tools to ensure you are delivering the message you intend through written and oral communication, as well as body language.

✔ INCLUDED FOR YOU:

- Small group format with 6-10 participants per course
- 11 consecutive weeks; 80-minute sessions
- Read, then summarize; outside exercise, then reflection
- Peer-to-peer discussion; professional guidance

ⓘ FOR YOU TO DISCOVER:

- Written communications are not concise or are misunderstood
- Oral communications are vague and rarely followed up on
- Non-verbal messages are inconsistent with the oral communications
- Making a presentation freaks you out

🎯 ASKED OF YOU:

- Ensure your meetings are effective and efficient
- Develop productive interpersonal, small group, and public communication skills
- Own the room: Developing a powerful presence while maintaining humility
- Understanding how media can impact your presentation

⚙️ OPPORTUNITY FOR YOU:

- Minimize difficult conversations, defuse hostile interactions
- Write professional e-mails, letters, and memos
- Recognize and interpret the meaning of non-verbal communication
- Organize or participate in meetings efficiently and effectively

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“It usually takes me more than three weeks to prepare a good impromptu speech.”

— Mark Twain