

*'Art of
Communication'*



Communication

Training

*Executives with
weak interpersonal
skills were rated
poorly on their
ability to deliver
bottom line results!*

me-we-Us-THEM™

EPLS Linked-Domain Model™

Course Purpose: Improve Personal and Professional communication effectiveness
Improve Speaking and Listening Skills
The four linked-domains of communication
E P L S: Ethos, Pathos, Logos, and Sophos

Course Design: **Three-Day** high energy interactive seminar format
Learn, review and practice with multiple methods of communication
Individual video recording analysis and debriefing
This is two full programs in one course, covering the full spectrum from learning and understanding communication theories to applying, analyzing and evaluating your speaking and listening mastery.

Course Focus: *Teaching new communication tools and using what we already know to go beyond what we currently think and do!*

Course Takeaways: Self-Awareness and Emotional Intelligence
Strong Interpersonal Skills –it takes two to communicate!
Communication skills for effective listening, how to listen and hear!
Communication skills for effective speaking, how to speak and be heard!
Communication skills for different organizational levels
Analysis of Generational Differences
Applying Crucial Conflict analysis and outcomes
Applying Crucial Conflict Resolution
Meeting Effectiveness, know how to deal with time wasters
Know how to deal effectively with difficult bosses and co-workers
How to get your point across when you do not have power
Delivering Bad News and Best Practices
How to communicate with the boss!

Course Research:

Key Findings

Strong Interpersonal Skills Make Executives Successful

- Executives with weak interpersonal skills were rated poorly on their ability to deliver bottom line results correlation between poor interpersonal skills and ability to deliver financial results was statistically significant at -.21.
- Executives who had poor interpersonal skills were rated lower by their bosses on every performance dimension.
- Interpersonal weaknesses such as being “arrogant,” “to direct” or “impatient and stubborn,” led to lower ratings for performance relative to expectations, delivering financial results, driving results, managing talent, inspiring followership, team playing, business/technical acumen and strategic intellect.
- Executives with weak interpersonal skills received predictably poor ratings as people managers (statistically significant at -.23).

Self-Aware Executives Stand Out

Self-aware executives were likely to score high across all categories. Executives with high self-awareness scored high at driving results (.38) and managing people (.40).

It Helps to Have Many Siblings... but Not to Have Had Many Jobs

Executives with more siblings were good at managing people (.16) and even better at driving results (statistically significant at .25).

The more organizations an executive worked with early in his or her career, the lower the people management score.

Gender and Birth Order Aren't Important

There was no relationship between gender or birth order on performance.

Emotional Intelligence

Research indicates 85% of career success is due to “people skills”, while 15% is related to cognitive intelligence. Based on the findings of Daniel Goleman, Peter Solovy, John Mayer, Steve Simmons, and others who have explored the success factors found in EI. A survey that measures participants’ Emotional Intelligence is included.

The Art of Communication (AOC)

Agenda

Day 1

08:00 a.m.-11:45 p.m.	The Essence of Communication Communication Epistemology The EPLS Linked-Domain model The Communication Lexicon Communication and Presentation quizzes The Mark of the Professional
11:45-12:45	Lunch
12:45 p.m. - 4:30 p.m.	Characteristics of Successful Speakers Effective presentations and briefings Speaker analyses –comparing and contrasting good vs bad Qualities of effective communicators Tool #7 Communication Core Competencies (KSA's) Takeaways and Nuggets from the pre reading references Presentation #1 (1 minute Exercise)

Day 2

08:00 a.m.-11:45 p.m.	Tool #1 Communicate by example – Ethos How <i>Your Attitude</i> affects <i>Your Communication</i> effectiveness The four key questions everyone asks of a speaker Tool #2 Demonstrate your Trustworthiness – Ethos How a speaker creates trust in the message and messenger Tool #3 The Psychology of Speaking in Public The Four roadblocks to success
-----------------------	--

11:45-12:45

Lunch

12:45 p.m. - 4:30 p.m.

Tool #4 One-on-One Active Listening and Speaking Skills

The keys to communicating with the Boss and your peers

Active Listening Techniques

Active Constructive Responding (ACR)

“I” Messages

Roll Plays

Presentation #2 (1-2 minutes extemporaneous)

Day 3

08:00 a.m.-11:45 p.m.

Tool #5 One-on-One Crucial Conversations

Three Round Communication Game -the power of feedback

Tool #8 Learning From feedback

The Johari Window

Presentation #3 (3-5 minutes prepared: Intro-Body-Conclusion)

Speaker Feedback

11:45-12:45

Lunch

12:45 p.m. - 4:30 p.m.

How to handle Conflict –Staying cool when things get hot

How to handle Criticism –The power of “The Limited Response”

How to guard against Assumptions –The “Bridge of Assumption”

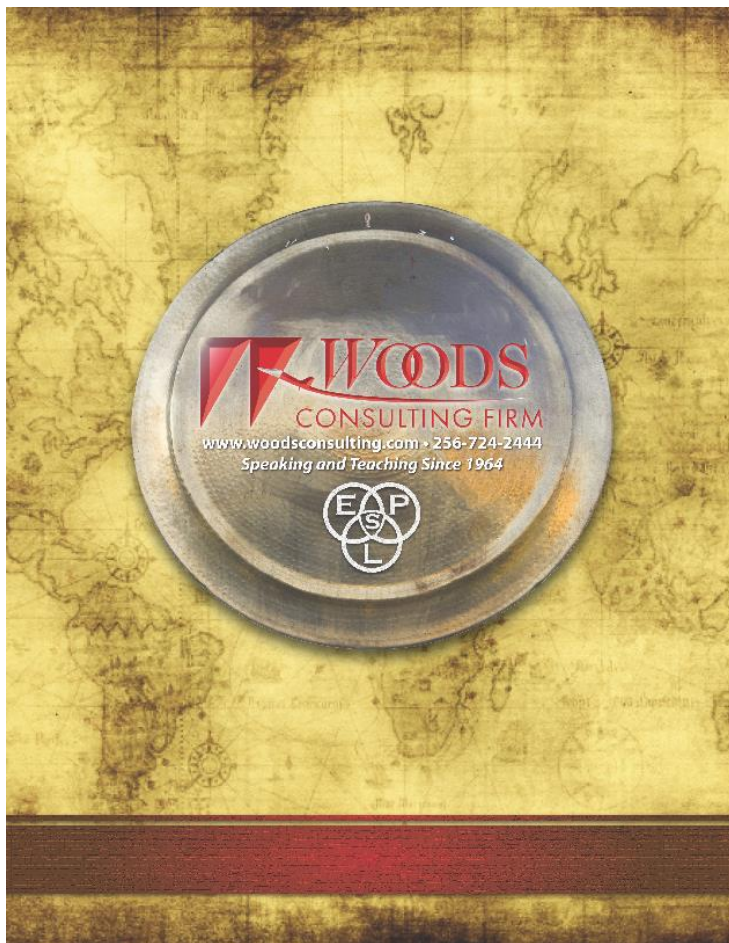
Tool # 6 Communication Styles

Speaking the different languages of the Four Behavioral Styles

Generational Differences

Disciplines in Action - Case Studies

Personal Action Plan



Action is eloquence. ~William Shakespeare