

*'Art of  
Communication'*



*Communication*

*Training*

*Developing  
excellent listening,  
speaking, briefing  
and presentation  
skills to deliver  
exceptional bottom  
line results!*

*me-we-Us-THEM™*

*EPLS™ Linked-Domain Model™*

**Course Purpose:** *Improving Personal and Professional Communication Effectiveness.*

Develop Listening, Speaking, Briefing and Presentation skills

Presenting Skills both In-Person and virtually On-line

Mastery of 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 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 for effective listening and speaking, delivering excellent briefings and presentations both in-person and on-line.*

**Course Takeaways:** Self-Awareness and Emotional Intelligence

Communication skills for effective listening, how to listen and hear!

Strong Interpersonal Skills –it takes two to communicate!

How to deliver Effective Presentations both in-person and on-line

How to organize and deliver key presentation messages

How to handle questions before, during and after meetings

Understanding and analyzing your audience

Learning how to adapt real-time to the needs of your audience

Speaking to the different behavior styles of your audience and coworkers

Practice preparing and delivering 3 different presentations

Video recorded presentations for personal, instructor and co-participant feedback

Essential skills for presenting to the boss

How to run an effective and efficient Meeting

How to deal with Conflict and Criticism

## 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,” “too 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.-11:15 a.m.

The Essence of Communication

Communication Epistemology

The EPLS Linked-Domain model

The Communication Lexicon

Communication and Presentation quizzes

The Mark of the Professional

11:15-12:15

Lunch

12:15 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

**Discipline #3 Logos- Learn something new every day**

**Tool #7 Communication Core Competencies (KSA's)**

Takeaways and Nuggets from the pre-course reading

Presentation #1 (1-minute exercise extemporaneous)

### Day 2

08:00 a.m.-11:15 a.m.

**Discipline #1 Ethos- Lead yourself first every moment**

**Tool #1 Communicate by example – Ethos**

How *Your Attitude* affects *Your Communication* effectiveness

How *Your Body Language* affects *Your Communication* 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

11:15-12:15

Lunch

12:15 p.m. - 4:30 p.m.

## **Discipline #2 Pathos- Value people every moment**

Presentation #2 (1-2 minutes rehearsed)

### **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

Practical Application Role Plays

### **Tool #5 One-on-One Crucial Conversations**

Three Round Communication Game -the power of feedback

Giving and Receiving Feedback

### **Tool # 6 Communication Styles**

Speaking the different languages of the Four Behavioral Styles

## **Day 3**

08:00 a.m.-11:15 a.m.

## **Discipline #4 Sophos- Intentionally plan to grow every day**

### **Tool #8 Learning From feedback**

The Johari Window

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

Speaker Feedback

11:15-12:15

Lunch

12:15 p.m. - 4:30 p.m.

Presentation #3 continues

Speaker Feedback

How to handle Conflict –Staying cool when things get hot

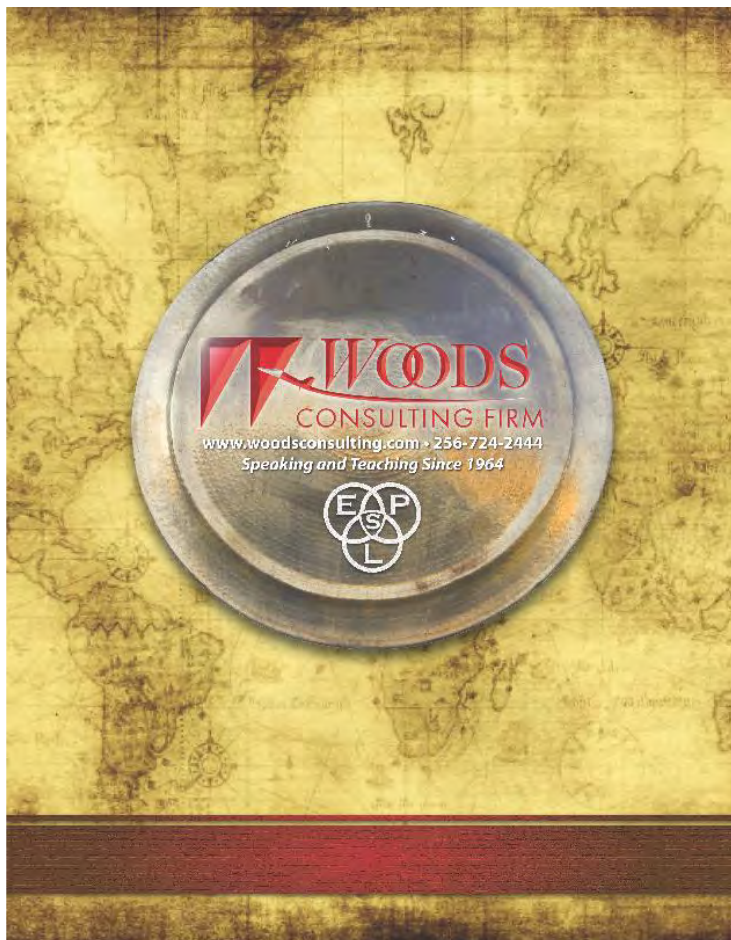
How to handle Criticism –The power of “The Limited Response”

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

Disciplines in Action - Case Studies

Personal Action Plan





*Action is eloquence. ~William Shakespeare*