

Effective Communication Skills

- Understanding Ourselves & Others

“He who knows others is clever. He who knows himself is enlightened.”

- Identifying your unique style and the styles of others on your team
- Understanding style strengths and limitations
- Formation of attitudes
- Adjusting your style
- Growth tips
- Style alignment

- Communicating Effectively

“Assumptions are the termites of relationships.”

- Definitions and barriers
- The power of words
- Listening skills
- Communication checks
- Dealing effectively with anger

- Conflict Resolution

“The best leaders are often the best listeners. They have an open mind, they aren’t interested in having their own way, they are interested in finding the best way.”

- Understanding the nature of conflict
- Effective resolution model
- Styles of conflict resolution and when to use
- Dealing with defensive/emotional behavior