

## COMMUNICATION & LISTENING SKILLS

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Could your organization benefit from improved communication? Do you, as an individual, communicate well with colleagues, employees, others within the organization, and those on the "outside?" Do you understand how to present your ideas to individuals or groups so that they are received as they are intended? Do you know how to listen to understand?

### EFFECTIVE COMMUNICATION

#### – SPEAKING, WRITING, AND LISTENING:

- Increases productivity
- Decreases conflict
- Reduces stress
- Builds relationships
- Improves quality control
- Reduces duplication of effort
- Increases job satisfaction
- Maximizes human and organizational potential
- Creates a positive and supportive culture

This comprehensive and engaging training provides you with the tools necessary to improve the communication within your organization and with those you serve. Whether you want to learn to address a large group of individuals, clients, or communicate more completely one-on-one, this training will equip you with the skills necessary to understand and to be understood. Learn to speak, write, and listen to develop your ability to communicate.

### YOU WILL LEARN:

- To understand verbal and non-verbal communication
- The value of leadership and communication
- Effective listening skills
- How to communicate across generations
- The effect of funneling information
- How to use different means of communication to share your message
- How to engage with others

**Better communication = better and more consistent results. Organizations that communicate effectively fire on all cylinders by maximizing individual effort as a cohesive team to achieve goals.**

