

Effective Communications

Research has shown that 75 percent of the people we encounter in our daily lives **do not** communicate in the same way as we do!

Effective communication is the key to excellent management. It involves both sending correct verbal and non-verbal messages and being able to decode these signals from others.

Learning the rules of effective communication will allow you to:

- Ensure your expectations are known
- Recognize the needs of your staff and clients
- Create and enhance overall workplace efficiencies
- Make your message understood quickly and completely
- Reduce mistakes and prevent tomorrow's problems today

ForestView Partners conducts an interactive workshop will take an in-depth look at the four basic communicative styles. You'll learn how to properly send and interpret messages based on the characteristics of your communication style and that of your recipient. This training session is packed full of actionable tips designed to make your written, verbal and non-verbal communication flow more smoothly and be more effective.

- The four classic communication and behavioral styles
- How to identify and leverage characteristics of your communication style and theirs
- The best way to communicate something difficult to your manager or staff
- When to 'flex' your style for the most efficient communication
- Barriers to effective communication and how to overcome them
- How words, tone, and body language effect communication in person, over the phone and through e-mail
- And much more!