

Participant Benefits

Expand your Communication Skills

Learn to communicate more effectively with a wider range of people and establish a win-win communication climate so you can interact successfully with diverse groups of people in internal and external environments.

Create Dialogue & Build Connections

Learn to choose the best words, emotional tone, and nonverbal communication to build and maintain interpersonal relationships and open doors to new opportunities.

Solve Communication Challenges

Be prepared to meet people challenges head-on by learning how to apply good empathic techniques that promote understanding. Add to your credibility by learning how to handle negative situations with ease.

Understand Temperament Preferences

Personality type impacts communication style. By learning to recognize underlying communication needs you will know how to adapt your communication techniques in ways that will allow you to participate more effectively and with maximum positive impact.

Deal Effectively with Difficult People & Personalities

Discover communication techniques that promote understanding and allow you to achieve consensus among people with personality types that have posed challenges in the past.

What participants say about

Winning Communication Skills

"I have taken the time to read up about personality types in your materials to better understand how my manager likes to approach problems, tasks etc. Taking her communication preferences into account, I have now decided to send her an email when I need to discuss something with her. She really appreciates this new approach."

"Your approach was the first to really make an impact on how I view the events that have occurred in my life and how I have dealt with them. I am delighted to say that, not only have I been able to approach situations with a new sense of knowledge and skills, my effectiveness in helping others through their challenges and difficulties has been significantly improved and enhanced."



"The biggest thing I learned from your course was that being assertive means putting the issue out in front, taking the emotion out of it and being able to discuss it openly and honestly."

"I have been applying what I learned both at home and at work. I am now able to better understand why people behave in certain ways - in particular, ways I used to find annoying. Now that I know more about the people around me I am better able to work with them. Thanks for an excellent course!"

"I want to convey my sincere thanks for the time you took to assist me through what has challenged me for such a long time."

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Unlocking Learner Potential

clearconsultants.com

The Dynamic Series **Communication Skills**

W o r k s h o p



Identify your personality type
and learn how to work with
other types that pose
particular challenges

For more information or
to register, please call:

(604) 632-4042

Workshop presented by:

clearconsultants.com

Course Outline

Winning Communication Skills teaches participants a range of flexible, reliable communication skills they can use to work suc-



cessfully with a wide range of people. Our facilitators help each participant identify his or her individual personality type, and

learn how to work with other types that pose particular challenges.

This workshop is ideal for all staff, senior officers, and managers, and includes:

- Short presentations
- Group work involving innovative communication approaches
- Work on actual job challenges, both individually and as part of a team
- Active participation
- Exploration of a variety of cognition techniques
- Ongoing feedback from peers and instructor

All participants will receive a workbook and text containing tips on applying innovative communication skills at work.

Learning Objectives

Winning Communication Skills equips participants with the skills to communicate effectively and professionally, and with a wide variety of people. Participants who complete this workshop will be confident in their ability to:

- **Solve** communication challenges in a variety of ways
- **Understand** their temperament preferences
- **Overcome** subjective and objective communication blocks
- **Respond** assertively when necessary
- Employ **empathic** techniques that promote understanding
- **Adapt listening** and response techniques to improve teamwork
- **Participate** more effectively in the workplace and at home



Enquire about booking a **Winning Communication Skills** group workshop tailored to your organization.

(604) 632-4042

The Dynamic Series

Other workshops in The Dynamic Series include:

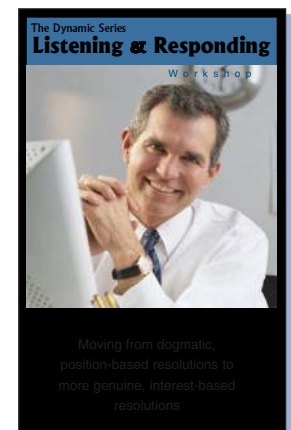
Dynamic Writing teaches participants to write clear, results-driven communications.



The workshop focuses on business and technical correspondence, with participants learning how to write memos, emails, letters and documents in up to 40% less time. We'll also look at the importance of

tone and learn how to foster goodwill and collaboration through writing.

Listening & Responding teaches simple and effective techniques for removing listening blocks and responding to clients in a listener-friendly manner. Participants will learn how to improve communication skills by moving from dogmatic, position-based resolutions to more genuine, interest-based resolutions.



Unlocking Learner Potential

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clear consultants.com