

# *Relay*

## *Communicate For Results*

### ***Program Objective***

To equip participants with the ability to communicate with increased clarity and confidence and help them to resolve the many communication issues that are typically faced.

### ***Program Outline***

#### **Duration**

This intervention comprises a half-day of pre workshop consulting onsite and 2 workshop days. There will also be the option of a day of post program coaching.

#### **Content**

The broad construct of the content is delineated below. This would be refined and firmed up in consultation with the client based on specific needs, priorities and objectives:

- ♦ **Definition**  
Arrive at a consensus on what communication is, realize its importance and thereby introduce complete clarity to the intervention
- ♦ **Principles Of Communication**  
The fundamental truths that guide effective communication
- ♦ **Communication Self Assessment**  
An assessment of participants' communication skills, with an identification of their strengths and weaknesses
- ♦ **The Communication Process**  
Gain an understanding of the communication process in the context of a result oriented approach (Needs-Work-Results)
- ♦ **Common Communication Problems**  
Learn about typical problems that can interfere with effective communication and how to circumvent them
- ♦ **Written vs. Oral Communication**
- ♦ **Assertive Interpersonal Communication**
- ♦ **The Technique for Excellence in Communication**  
Learn and apply a tried and tested technique to achieve excellence in communication

## Workshop Deliverables

- Gain an understanding of the guidelines for communicating
- Identify one's communication strengths and weaknesses
- Identify actions to help improve one's communication skills
- Effective verbal communication
  - Become Aware of the importance of speaking and listening in the workplace, and the barriers that hinder effective listening and speaking
  - Gain an understanding of one's own listening / speaking style and adaptation to purpose / audience
  - Developing active listening skills
- Understand the importance of non-verbal communication in both listening and speaking
- Integrate learning in a holistic manner to internalize a practical approach for effective communication