

**Title: Communication Academy**

**Required Sequence of Study:**

- Assertive Communication
- Collaborative Communication
- Communication Skills for the Workplace
- Non-Verbal Communication
- Story Telling
- The Art of Negotiation
- Improving Communication Skills for Employees
- Understanding Personality Types
- Effective One-one One Conversations
- Effective presentations and public speaking skills
- Respect and positive interaction in the workplace
- Professional Writing and Email Etiquette
- Generations at Work
- Communicating in a Tech World

**Assertive Communication**

This class will cover good communication vs. poor communication as well as understanding what assertive communication is. We will review a communication model to determine the purpose, focus and process of assertive communication. Tips and obstacles to good communication will be reviewed.

**Course Objectives:**

- Good vs. poor communication
- Understanding assertive communication
- Communication model
- Tips for good communication
- Saying “NO”
- Obstacles to good communication

**Collaborative Communication**

Communication is an important skill to develop, but not many people understand why it is so important to communicate together. This class is applicable to parents, spouses, partners, colleagues and bosses. It explains why better communication can enhance our lives by teaching us new things. This is an interactive class in which participants will get to practice the techniques that are taught.

**Course Objectives:**

- Conflict communication
- Tough topics
- Communication during change
- Communicating as a leader
- Communicating with technology

**Communication Skills for the Workplace**

Communication is perhaps the most important skill to develop in order to be effective in the workplace. This skill can be developed with practice. This class will help participants learn how to determine the goal of a conversation and what to do before, during and after it, in addition to how to identify barriers and use best practices.

**Course Objectives:**

- Goal of the conversation
- During the conversation
- After the conversation
- Social media
- Barriers
- Best practices

### **Nonverbal Communication**

“Not to communicate is to communicate!” The power of nonverbal communication is contained in that brief statement. We use facial expressions, gestures, eye contact, posture, proximity, paralanguage, and touch to interpret the messages we receive from others — whether we use words or not. This training program will explore nonverbal communication, examine the congruency factor, offer opportunities to make interpretations and discuss caveats when making interpretations.

#### **Course Objectives:**

- Identify the components of nonverbal communication
- Explore the power of nonverbal behavior
- Understand the difficulties inherent in interpreting nonverbal messages

### **Storytelling**

Storytelling is a powerful way of putting ideas into the world. Not only do they move us, inspire us and make us feel alive, stories can bring one hope and make us understand life better. This is not just a feel good class; storytelling is now recognized as one of the top five skills needed for business leaders. We will examine what goes into good story telling and how it can be a powerful tool for business.

#### **Course Objectives:**

- History
- Definition
- Why it is impactful
- How it works...the brain
- Components of a good story
- How businesses are using story telling

### **The Art of Negotiating**

There is no job that doesn't use negotiation; it's the key to our career success since we all know that no one gives us anything for free. It's all about give and take. This is a motivating class where individuals learn to strengthen their own personal negotiation techniques.

#### **Course Objectives:**

- Why we negotiate
- The characteristic of a successful negotiator
- The rules of negotiation
- Communication techniques
- Best practices

### **Improving Communication Skills**

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment that enhances the bottom line. So, why isn't every workplace a model of human harmony? It's for the same reasons our personal lives don't reflect continuous harmony. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

#### **Course Objectives::**

- Identify the advantages of respectful, positive workplace interaction
- Identify inappropriate and/or abusive communication styles and behaviors
- Learn and practice respectful communication techniques and nonverbal behaviors
- Receive an introduction to conflict negotiation strategies

### **Understanding Personality Types**

Understanding personality types can be somewhat confusing. This one-hour seminar is designed to gain a practical understanding of the different types of personalities and teach you how personality types can impact our behavior. Participants will identify their own personality type preferences and learn how to use type preference as an energy management tool and to enhance interpersonal communication.

#### **Course Objectives:**

- Gain a practical understanding of Jungian personality types

- Raise awareness about how personality types impact our behavior
- Identify your own personality type preferences
- Learn how to use type preference as an energy management tool and to enhance interpersonal communication

### **Effective One-on-One Conversations**

It's our goal to be understood when conversing with another person. We'll examine why the conversation is happening, what needs to happen and how to achieve your goals effectively.

#### **Course Objectives:**

- Goal of the conversation
- During the conversation
- After the conversation
- Social media
- Barriers
- Best practices

### **Effective Presentations and Public Speaking Skills**

Having excellent presentation skills is essential for success. In this seminar participants will learn how to plan for successful presentations, build confidence, practice verbal and body language elements, and learn how to build rapport with an audience to keep them engaged. We'll also discuss how to use humor in presentations and manage adversity.

Course Objectives: • Simple truths

- Purpose
- Be confident
- Know yourself
- Know your audience
- Communication techniques
- Best practices

### **Respect and Positive Interaction in the Workplace**

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment that enhances the bottom line. So, why isn't every workplace a model of human harmony? It's for the same reasons our personal lives don't reflect continuous harmony. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

#### **Course Objectives:**

- Identify the advantages of respectful, positive workplace interaction
- Identify inappropriate and/or abusive communication styles and behaviors
- Learn and practice respectful communication techniques and nonverbal behaviors
- Receive an introduction to conflict negotiation strategies

### **Generations at Work**

The dynamics of today's work force are changing rapidly. The old rules and structures are disappearing or being redefined. It's possible for workplaces to have four different generations on the same work team sharing the same space. Each generation brings its own values, rules and styles, which sometimes can leave conflict and unproductive competition in its wake. This program can help participants understand generational differences and offer tips for creating a harmonious workplace.

#### **Course Objectives:**

- Understand how each generation approaches work differently
- Explore the values that drive each generation
- Determine strengths of each generation
- Develop techniques for creating harmonious work teams

## **Communicating in a Tech World**

Communicating face to face is not always possible in the business world. Today's communication depends on conference calls, texts, and email chains that make it challenging to know when to use each is appropriate. Now a day, it's vital to use technology to communicate with workers worldwide. This class will show you how to interact professionally in the workplace using technology and adapting to communicating within the new generation.

### **Course Objectives:**

- When you can use technology and when to use face to face
- What type of technology
- Social media rules (do's and don'ts)
- Think twice before hitting "send"

