

Communicating Clearly and Effectively

“The single biggest problem with communication is the illusion that it has taken place.”
— George Bernard Shaw

This workshop is designed to assist leaders at every level to develop much needed skills for communicating with individuals and teams to build influence and collaboration. Whether you work in a virtual environment or face-to-face with others, your ability to communicate effectively with others, to be a great listener, to build influence, and present your ideas to others will be essential for achieving personal and professional success.

The following learning objectives will be covered:

- 1. Define the elements of effective communication**
- 2. Learn to be a great listener**
- 3. Understand how to build influence and be a persuasive speaker**
- 4. Identify the languages of appreciation for the workplace**
- 5. Describe the key factors for developing an effective public presentation**