

PATH FORWARD

To Business Transformation



Transformational Communication

Course Overview

An organization's culture is *the* foundational component that directly affects business performance. It is paradoxical how the "soft" factors drive the "hard" benefits. For if we can transform our *people*, we can then transform our *culture*, which ultimately transforms our *business*.

The purpose of this training is to learn how we – from individual contributors up through senior leaders – can help create a constructive culture by transforming how we communicate, both verbally and non-verbally. Participants learn four foundational dimensions of communication. These components dramatically affect employee engagement which, in turn, affects the *sustained performance* of an organization.

Value

- Accelerates a business transformation
- Strengthens performance reviews through improved feedback
- Increases employee engagement
- The skills are portable – can be applied inside and outside of work

Course Objectives

1. Apply constructive behaviors by being **Sensitive, Open, and Direct** to create a foundation of trust.
2. Recognize the characteristics of **Team Values** and the impact they have on team success.
3. Reduce "blind spots" and "masks," by using the **Johari Window**, to strengthen interpersonal relationships and to create a culture of feedback.
4. Provide feedback and resolve conflict with sustainable solutions by applying a six-step **Constructive Conversation Process**.

Audience

This training is designed for all members of an organization – individual contributors, team leads, supervisors and senior leaders.

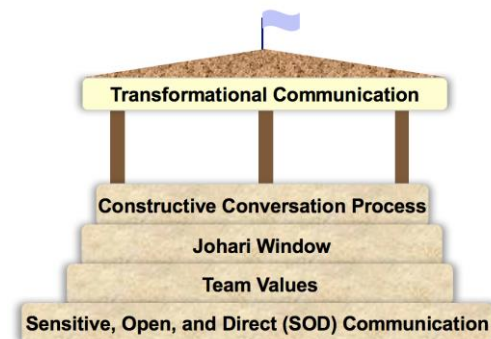
Method / Approach

Through lecture, engaging conversations, story-telling and small group activities, participants learn transformational communication skills that can be *immediately applied*.

Duration

The basic training duration is 4 hours.

The enhanced training duration is 7 hours, which includes additional group activities and discussion that deepen the experiential learning component.



For more information, contact:

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