

Effective Communication and Listening Tools For Leaders

Learn tools and processes to handle all forms of communication, with different generations, different values and in different circumstances and learn to defuse difficult situations before they arise.

**Conducted by Dr. Dina
Evan, Executive
Trainer and
Communication
Specialist**

CURRICULUM

- 3 half day sessions

Effective Listening

- Reasons for improving your listening skills
- New tools for improving your listening skills
- Separating the personality from the problem
- Asking the right questions at the right time in the right way
- Roadblocks to effective listening
- Managing your own emotional responses
- Dealing with hostility effectively – assessing risk
- Diffusing conflict effectively
- Tools for staying connected
- Putting your listener at ease

Effective Communication

- Reasons for improving your communication skills
- The importance of delivery and language
- Effectively communicating your needs
- Effectively diffusing anger and conflict with words
- Responses that evoke greater team participation
- Fighting words and responses your teams never want to hear
- Managing your own emotional responses
- Understanding your prejudices and filters
- Learning what does not work

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Visit our website: www.PeopleTekCoaching.com

Communication and Listening (con't)

Remote and Team Communication

- Challenges in remote communication
- Tools for dealing with the challenges
- Positive reinforcement
- Setting ethical boundaries for your team members
- Understanding styles of team members
- Tools for effective team communication
- Tools for expressing value to all members

Putting it all Together

- An experiential process of using all the tools in actual situations.
- Opportunity to bring your greatest challenges for support and new tools
- Tools for dealing with the unexpected
- Certification and Celebration

In a recent survey top CEO's in leading corporations worldwide agreed that communication is the single most important element to their success and the success of their leadership teams - now's the time to invest in yourself and optimize your communication skills!

"Precision of communication is important, more important than ever, in our era of hair trigger balances, when a false or misunderstood word may create as much disaster as a sudden thoughtless act."

- James Thurber

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