



Communicating Skills

- Are you finding that **communicating these days is getting frustrating**?
- Does your **co-worker and customer look and sound different** than five years ago?
- Are you **stressed out by e-mail, voice mail** and the endless ringing of the telephone?

If you answered yes to these questions, then this practical, real-life situational seminar is for you!

It's a whole New World of work out there! Organizational changes, diversity and the technology. Communications have changed in today's workplace, more than ever, successful communication is essential in the working and home environment. Whether it is face-to-face, telephone or e-mail will we equip you with skills in any type of communication?

Most of us have the "technical" part of our jobs down pat; we will teach you the "soft-side" of the job. We will help you improve every aspect of your working relationships. Whether it is talking to your customers, both internal and external or sending e-mail across town. You will learn the cycle of communication and where the breakdowns take place and how to overcome those challenges. The art of dealing with difficult people, the powder kegs, negative people to the "know it all". When you go back to your office you will have the confidence to communicate to anyone.

Learning objectives for the day :

- Communicating in today's new work environment
- Ensuring your message you send carries the impact you want
- Developing productive communication skills in teams
- Identifying your personality style
- How to communicate to the different styles of personalities
- Becoming more assertive without being aggressive
- Dealing with those hard to please behaviors
- Dealing with the irate and angry person