Communicating for Clarity Training

Duration: **1 Day**

BILGINÇ IT Academy
info@bilginc.com
bilginc.com

Overview

Exclusive - Enhance your ability to communicate with others clearly and effectively.

Communication is one of the most important factors influencing the success of organizations and individuals. Communication errors and misunderstandings can result in lost opportunities, lost productivity and worst of all, lost customers. This one-day course combines concepts developed through research with a prime model and key tools that give you the skills you need to communicate more clearly. The solution is not more communication, but clearer communication.

Communicating for Clarity focuses on the following competencies:

- Creating a clear and engaging message
- Encouraging clear communication from others

Who Should Attend?

Those who want to become more effective communicators by ensuring that the message they send is the message that is received

Prerequisites

Prework for this course should be completed one week in advance and brought to class.

What You Will Learn

- Develop messages that have appeal
- Identify your own personal needs and customize your message to ensure you get what you need from the communication
- Identify the personal needs of others and customize the communication to ensure you get what they need from the communication
- Structure messages to enable others to engage in the communication and take appropriate action
- Use a variety of Question types to explore the opinions and insights of others
- Use specific communication techniques to demonstrate understanding and interest and to guide the communication
- Listen more effectively

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Outline

1. Introduction

- Determining Personal and Program Objectives
- Considering Your Experience With Clear Communication

2. Clearly, This is Communication

- More Than Words
- Model for Clear Communication
- Facts, Episodes, and Feelings and Long-Term Memory
- Facts, Episodes, and Feelings and Clarity
- Using Facts, Episodes, and Feelings

3. Enabling Clarity

- Personal Needs
- Creating Clarity with KUBA
- KUBA: Considering Others
- KUBA and You
- Personal Needs and KUBA

4. Communication Skills

- Communication Factors
- Questioning Skills
- Encouragers and Discouragers
- Listening and Responding
- Listening Quiz

5. Where Enablers and Skills Meet

- Practice Makes Perfect
- Case Study
- My Commitment to Clarity