

COMMUNICATIONS TRAINING

Communicating in the workplace can be challenging, especially when the subject is complicated or unpleasant and the desired outcome is ambitious or controversial. Because effective communication plays a critical role in leadership, it's essential that everyone in management have the skills and tools needed to inform, motivate, change behavior and achieve results.

- Increased productivity
- Stronger employee loyalty
- Greater customer satisfaction
- Higher Morale
- Less vulnerability to unionization
- Reduced waste and redundancy
- Lower legal expenses

Through its various Communications, Organizational Development and Labor Relations diagnostic tools, IRI helps organizations pinpoint gaps in communications skills and resources that can impair business performance. Many of these gaps are the result of lack of knowledge, experience or skill.

Our communications training programs help organizations pinpoint gaps in communications skills and resources that can impair business performance. IRI's classroom training courses provide intensive skill building and real-world practice in the techniques and tools essential to effective organizational communication. Courses are offered as a comprehensive series, as stand-alone modules or in related groups. They include:

LEADERSHIP COMMUNICATION BEST PRACTICES

At the conclusion of this module, participants will be able to:

- Use the three building blocks that comprise effective communication
- Understand specific tools and behaviors to enhance leadership communication
- Apply communication tools with different people in different situations
- Adapt their communication style to meet employee needs
- Deliver messages they don't completely agree with

BE DIRECT - WITH CONFIDENCE

Sometimes, “kinder gentler” just doesn’t work; if an employee is disrupting the workplace or their performance is sub-par, a more direct style of communication is necessary. Doing so without making the situation even worse can be difficult. Being Direct equips leaders to:

- Prepare to be assertive. Assess your risk, reduce your emotional involvement and develop a plan to succeed
- Focus on specific behavior, not personalities
- Follow up. Stay assertive after a negative response, and provide reinforcing feedback should improvement occur

DEVELOPING A PERSONAL COMMUNICATION STRATEGY

At the conclusion of this module, participants will be able to:

- Identify the stakeholders involved in the communication process
- Determine expectations inherent in manager/employee relationships
- Identify the most appropriate communications tools or methods to achieve results
- Determine how best to manage time in order to ensure that communication is a priority
- Develop and use a personal communication strategy to enhance communication effectiveness on the job

EFFECTIVE LISTENING

At the conclusion of this module, participants will be able to:

Prepare to listen effectively

Focus on the other person’s communications

Translate and validate understanding

Follow-up as appropriate

CONFRONT WITH CONFIDENCE

At the conclusion of this module, participants will be able to:

- Prepare to use confrontation positively and effectively
 - Assess the risks of confrontation

- Reduce their emotional involvement
- Confront with confidence
- Focus on specific behavior (their own and the other person's)
- Follow the process for effective, respectful confrontation
- Follow up the confrontation
- Stay assertive after a negative response
- Provide reinforcing feedback after a positive response

RESOLVING INTERPERSONAL CONFLICT

At the conclusion of this module, participants will be able to:

- Identify common sources of conflict
- Understand the five options for responding to conflict at the source and the risks and benefits of each
- Leverage their preferred style for responding to conflict and adjust it as needed
- Guide a conversation focused on productive conflict resolution between themselves and others, and between others

PLANNING AND RUNNING EFFECTIVE MEETINGS

At the conclusion of this module, participants will be able to:

- Understand why different meetings require different processes
- Plan and begin outcome-oriented meetings
- Manage and conduct meeting processes and behaviors
- Close meetings to enhance understanding, agreement and action
- Conduct follow-up meetings to provide maximum benefit

PRESENTATION SKILLS: HANDS-ON LEARNING

At the conclusion of this module, participants will be able to:

- Organize a presentation into a logical and interesting sequence, including the introduction, the body and the conclusion
- Choose words and tone that will enhance the audience's understanding of the presentation

- Choose, create and use the appropriate media for a presentation, including props and documents
- Use voice, posture and presence to make a point
- Respond to questions and comments after a presentation

LEADING OTHERS THROUGH CHANGE

At the conclusion of this module, participants will be able to:

- Predict their own and others' natural responses to day-to-day and event-based change
- Create a strategy to gain acceptance of change
- Use their leadership and communication skills to help their employees and others work through issues
- Adapt tactics as necessary

COACHING EMPLOYEES TO HIGHER PERFORMANCE

At the conclusion of this module, participants will be able to:

- Define performance goals based on the needs of the employee and the organization
- Understand various coaching approaches
- Demonstrate which coaching approach is best suited to support individual employee success
- Set up and facilitate a coaching meeting for maximum success
- Increase employee performance as a result of focused feedback



CONTACT IRI CONSULTANTS TODAY

For more information contact IRI Consultants:
info@iriconsultants.com
313.965.0350