

Effective Communication in the Workplace

Did You Know?

Results from numerous surveys conducted over a period of years point to "**communications**" as the most important challenge that organizations face on a day-to-day basis.



Key Benefits

- Improved **understanding** through better listening
- Increased **productivity, efficiency & output**
- Clearer communication** within teams
- Less false assumptions**
- Less misunderstanding** between departments
- Lower conflict** and less discipline issues
- Improved attitudes & behaviours**
- Makes it **fun** to come to work again

Communication Topics

- Purposes** of Communication
- Verbal vs. Non-Verbal** Communication
- Barriers** to Effective Communication
- Listening** Skills
- Questioning** Skills
- Giving and Receiving **Instructions**
- Giving and Receiving Constructive **Feedback**
- Building **Relations**

“Why is our communication with each other so often not as effective as it should be?”

The **problem of communication is accelerating**. Our language is changing and so is technology. It is estimated that more than 2,500 new words are added to the English language every year! Anyone who hasn't been active in recent technology and tries reading the instruction manual for a new product may well feel they are deciphering a foreign language. We work in a **multi-cultural environment which brings its own challenges and barriers**.

In spite of having more communication devices and methodologies than ever before, **“effective communication” is still a challenge**. Traditionalists and boomers like to talk face-to-face. Generation X prefers cell phones and Generation Y text message, and use Facebook or Skype to communicate. This **highly interactive session**, supported by written materials, real life case studies and DVDs, enhances the learning experience.

How do we get everyone on the same page? (Or should that be on the same screen?)