

Essential Skills of Communicating

Course Summary

Essential Skills of Communicating teaches managers the latest techniques for developing effective communication skills, thereby improving their performance and increasing the productivity of both the team and the organization. Throughout the course, team leaders review video presentations and case studies, participate in group discussions, practice new skills and receive immediate feedback. They leave with valuable implementation tools, a troubleshooting guide and additional resource to help them apply the skills they have learned.

Course Materials

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings