

Effective Communication

Building presence by communicating with clarity and confidence

SUCCESSFUL HUMAN INTERACTION is and always will be the driver of an organization's ability to create and execute strategy, build environments that enhance engagement levels, and manage through change and transition. Organizations that excel in these areas focus on developing and instilling a communications mindset centered on honesty, clarity, respect, and relevance. All employees play a role in shaping this mindset, and organizations that make building it a priority know the value it can add to the bottom line.

Developing a Communications Mindset

Our Developing a Communications Mindset series provides the tools and resources necessary for organizations to create and sustain environments of engagement and productivity. Whether the focus is launching an employee-wide initiative, building leadership communications skills, or helping individuals develop confidence and credibility, organizations can take advantage of the entire series, or choose modules that target their development priorities. Using the concepts and tools within each module, we help clients customize a learn-and-apply approach that is focused on their issues and activities.

Interpersonal Communication

Enhancing personal and professional interactions

This module focuses on the human dynamics of communication. Using individual reflection and group interaction, participants learn and apply the fundamentals of interpersonal communication: Listening, Non-verbal Communication, Managing Stress, and Emotional Awareness.

Adaptive Communications

Understanding styles and how to connect with others

This module builds upon the fundamentals of interpersonal communication to help participants understand different personality styles and how to effectively communicate and work with each style.

Giving and Receiving Feedback

Using open, honest, and timely communication to achieve effective discussions

This module helps participants build skills and confidence for giving and receiving feedback. Through discussion, practice, tips, and techniques, participants learn how to prepare for and deliver positive and negative feedback, as well as effectively manage disagreements and conflict.

Leadership Communication

Developing confidence, credibility, and connection

This module centers on building a leadership presence when communicating with individuals and/or audiences. Specifically, participants learn how to:

- Engage and enroll others through storytelling.
- Deliver messages the right way.
- Speak with clarity to drive commitment and excitement.

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Influencing Without Direct Authority

Getting to consensus and agreement

This module focuses on influencing concepts, tips, and techniques to help individuals become more confident and successful in their ability to influence, persuade, and sell ideas to others. Key aspects of the module include:

- Establishing an influencing approach using the 3-Whats model
 - What do I need?
 - What do I know?
 - What will I do?
- Preparing to sell your idea/need
- Utilizing influencing tactics
- Applying the fundamentals of persuasion
- Having the right conversation
- Understanding dialogue vs. discussion

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