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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 2 Days

## Communicating Across Your Organization



### About This Course:

Effective communication is how employees and management interact to reach organizational goals. Getting this right results in a happier, more engaged workforce who get more done. Unfortunately, there are often significant barriers – language, culture, distrust, distance – to effective communication.

This course has been approved for 14 PDUs | 14 CDUs

## **Course Objectives:**

- Describe common communication barriers
- Understand how to use effective interpersonal skills in their spoken and written communications
- Analyze the pillars of organizational awareness
- Apply principles of effective facilitation
- Understand how to adapt their approach to different learning and communication styles

## **Audience:**

- Managers, directors, and other professionals responsible for planning and leading projects and programs will benefit from this course.

## **Prerequisites:**

- None

## **Course Outline:**

### A History of Organizational Communication

- A Historical Perspective
- Classic vs. Human Relations Communications
- Generational and Technological Change
- Digital Communication
- Effectiveness of Communication Channels

### The Effectiveness of Interpersonal Skills

- Limitations of Self-Awareness
- Transactional Analysis
- Connecting with Powerful Communication
- Active Listening
- Non-Verbal Communication

- Written Communication
- The Power of Facilitation

## The Pillars of Organizational Awareness

- Culture and Behavior
- Creating Psychological Safety
- Inclusion and Belonging
- Sweaty-Palmed Conversations
- Care and Challenge Each Other

## The Adaptation of Communication Strategies

- Factors in Communication
- Communication Barriers
- Adapting to Different Learning and Communication Styles
- Communication Strategies Across Time
- Position and Posture