

Communicating for Results: ***Building Effective Team Communication Skills***

Having effective team communication skills is a crucial requirement for both managers and team members alike. It allows members of a team to strengthen relationships, build trust, understand team goals, share ideas easily and create team synergy. Conversely, poor, unclear or non-specific communication in a team leads to dysfunction, low morale, poor performance and costly mistakes.

The foundation of effective communication skills is not just being heard but also involves an understanding of where other people are coming from. Unfortunately, there are so many people who fall victim to poor habits like interrupting, dominating the conversation and not paying attention often without even realizing it. These all act as barriers to communication, making it difficult to understand others and to be understood in turn. In essence, rather than talk with each other, we talk at each other.



Communication involves more than just talking and listening; it's a matter of knowing how to send a clear and concise message to others, being able to read others and empathize, being comfortable expressing one's emotions, and communicating in an assertive manner when necessary.

The last facet of communication, and arguably the most important, is active listening, which involves both mental and physical attentiveness (e.g. eye contact, verbal cues, asking questions, etc.). Active listening is a person's willingness and ability to hear and understand. At its core, active listening is a state of mind that involves paying full and careful attention to the other person, avoiding premature judgment, reflecting, understanding, clarifying information, summarizing, and sharing. People who practice active listening are able to draw out more information and more meaningful information during a conversation.

The objective of **Communicating For Results: Building Effective Team Communication Skills** is to understand communication styles, while providing skills and tools for clearly and effectively receiving and communicating information, ideas, thoughts, feelings and needs.



Outcomes:

- Understand the impact of both effective and ineffective communication
- Develop communication skills that will help foster collaborative relationships
- Master verbal and nonverbal language skills
- Learn how to “speed read” a person’s communication style
- Understand how to “flex” style to improve communication with others
- Learning how and when to ask questions
- How to use active listening skills

Content:

The program’s specific content areas include:

Communicating for Results - What is communication?... What does communicating effectively mean?... Barriers to effective communication... The impact of ineffective communication...

How Communicating Takes Place – Understanding verbal and non-verbal language... Understanding communication style differences... The role that NLP plays in communication... Communicating strategies for being understood... Communicating strategies for understanding others...

The Power of Great Questions – Two general categories... Five reasons to use them... Types of questions... The art of answering questions... Guidelines for handling tough questions...

The Art of Active Listening – Barriers and obstacles to effective listening... Active listening skill set... How to improve listening skills