



COMMUNICATION EFFECTIVENESS SERIES

INTRODUCTION:

Communication is a fundamental skill. Most of us can do it well enough to get by, but we could all probably use some improvement. Unfortunately, communication is often regarded as such a basic skill that we take it for granted. We rarely take time to sharpen our abilities.

This course contains a series of two-hour sessions to do just that.

- The first session introduces participants to the foundations of DiSC and helps them to create a greater self-awareness.
- The second session applies this new knowledge to the area of conflict, and it helps participants discover simple ways to communicate more effectively.
- The Third session helps participants use this new information to avoid misunderstandings and build stronger relationships.

OBJECTIVES:

This program is designed to help participants:

- Understand the implications of their DiSC styles on communication
- Build empathy for the conflict styles of their co-workers
- Learn how to handle conflict more effectively and appropriately
- Recognize when they are communicating inappropriately or ineffectively
- Gain appreciation for how others read their behaviors
- Use feedback from their co-workers to enhance their communication skills

COURSE OUTLINE:

- **Session 1- 2 hours**
 - Administration of DiSC profile
 - Discover Four Styles of Behavior and Explore the General Preferences of Your Style 90 Minutes
- **Session 2- 2 hours**
 - Learn About Your Behavior when You Are in Conflict With Others
 - Learn How to Adapt Your Communication to Different Styles
- **Session 3 – 2 Hours**
 - Understand How Others Interpret Your Behavior
 - Session recap and close