



Communicating for Results

2 Days

Accurately listen, understand and respond suitably when interacting with individuals or groups

How you communicate influences how others see you. The ability to form strong relationships is essential to fulfill your personal potential and for career growth. The better you are able to listen and respond, to address complex issues, to obtain agreement, or present ideas effectively, the more trust and confidence others will place in you.

HOW YOU WILL BENEFIT

In this 2-day workshop you'll employ proven techniques that will significantly improve the way you communicate with colleagues, supervisors and clients.

After the workshop, you will be able to:

1. Identify and eliminate barriers to effective communication and listening.
2. Make a strong and positive impact on others.
3. Handle conflicts, disagreements, and emotional situations.
4. Deal with anger and your response to criticism.

WORKSHOP DESCRIPTION

Build Your Communication Profile

- By completing various personal profiles you will gain a better understanding of yourself and how others view you in your role.

Present Yourself Effectively

- Demonstrate openness through the use of non-verbal cues
- Use body language to prepare your listener
- Read non-verbal signs to help you to adapt what you say and how you say it
- Build your ability to express ideas clearly and concisely to team members and groups

Improve Your Communication with Others

- Prepare yourself to listen actively
- How to listen and respond in a helpful manner
- Establish trust, respect and credibility through the use of assertive communication
- Employ techniques for delivering feedback
- Manage expectations in your relationships and the impact of blame, guilt, and resentment

Influence the Outcome to Difficult Situations

- Develop your ability to think on your feet and to craft responses when what you say has been challenged
- Acquire buy-in to your ideas and influence decision making
- Keep disagreements from escalating into full-scale conflict
- Maintain composure, poise and control when being confronted in an irate manner

BUILD YOUR COMPETENCY IN

- Listening and presenting accurate information
- Communicating ideas in a logical, organized way
- Demonstrating the ability to effectively paraphrase and summarize the viewpoints of others
- Communicating effectively when explaining complex concepts, maintaining focus when confronted, and obtaining agreement
- Speaking to groups and fielding questions

ATTEND THIS WORKSHOP IF YOU...

- Manage teams or supervise others
- Lead or coordinate projects
- Want to communicate more effectively with your manager or direct reports
- Want to promote healthy communication practices within your workplace

HOW TO REGISTER

To register, call **(613) 727-7729**

Or email training@algonquincollege.com

Dates: January 14, 15, 2010

March 25, 26, 2010

8:30 a.m. to 4:00 p.m.

Fee: \$675 (plus GST) for 2-day program

Location: 340 Albert Street, 11th Floor
Constitution Square

Check-in, coffee and muffins start at 8:00 a.m.

Afternoon refreshment provided.

Participants receive an Algonquin College Statement of Achievement. Group size is limited to 20.

On-site delivery of this workshop is available.

ROSEMARIE BUGNET

As a personal and team coach, workshop facilitator and public speaker to large audiences, Rosemarie specializes in helping others to achieve their full potential. Rosemarie's start was within the realm of customer, call centre and help desk services in the telecommunications industry. Since 1998 she has taught and coached others to be better leaders, to effectively communicate, to build customer-centred organizations, and to better handle conflict. She is an accredited Emotional Intelligence facilitator.