

## **Collaboration**

### ***Communication Series***

#### **Course Description:**

This course enables participants to discover their communication styles and learn how to use their style for maximum success in an organization. Attendees will gain new skills that will help them build collaboration with others, listen better and speak more assertively and powerfully. They will also discover ways to constructively deal with defensiveness and conflict at work.

**Course Length:** Three hours of instruction, typically 9-12 noon or 1-4 PM.

**Course Audience:** Anyone who wants to learn how to listen more effectively and decrease defensiveness and build cooperative relationships in their organizations. We suggest that these courses be scheduled separately for managers and individual contributors

#### **Course Objectives:**

1. Participants will come to understand effects on communication and collaboration.
2. Participants will get beyond other's positions to learn their deeper motives and intents.
3. Participants will learn and practice models for listening that build collaborative relationships.
4. Participants will learn and practice skills that decrease defensiveness in others.

#### **Course Outline:**

Your communication style and how to adapt it for success

How to build collaboration

Listening skills you will use right away

Speaking your mind for maximum impact

Dealing with defensiveness and resistance

Resolving conflicts and disagreements

#### **Course Methodology**

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, assessments, small group discussions and exercises, case studies and simulations for role-play. Videos that are applicable will form a part of some workshops.

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Customization will be based on information provided by the human resource department or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept under 25, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

**About the Instructor:**

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years. He is a master trainer, having delivered over 2000 training sessions and has trained dozens of instructors in his career. He has authored a full series of managerial soft skills courses, and he specializes in communication and relationship topics.