

MentorTraining

Corporate Computer and Soft Skills Training
Serving the Bay Area since 1987

Understanding Yourself and Others

Communication Series

Course Description:

This course will help managers identify their communication styles and how they differ from others in the organization. Participants will learn how to adjust their styles so they work better with others—direct reports, managers, and peers.

Course Length: 3 hours, typically 9-12, or 1-4.

Course Audience: Managers and employees who want to persuade, motivate, decrease conflict, and work more cooperatively with others.

Course objectives:

1. Participants will understand their own communication style and its strengths and weaknesses.
2. Participants will identify four common communication styles and understand how to recognize people with those styles.
3. Participants will learn techniques to work more effectively with others, whatever their communication styles may be.

Course Outline:

Understanding Yourself and Your Employees

The Importance of Communication Styles

Selective Perception

What Are Communication Styles?

BEST Communication Styles Questionnaire

Survey Questionnaire

Lecture on the Four Styles

Scoring the Questionnaire and Discussion

Application of BEST Communication Styles

Participants Divide into Groups, According to Styles

Discussion in Groups

Reports

Questions for Each Group and Application

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Learning to Work With Others' Styles

Discussion of What Works With Each Style

Small Group Application

Reports and Questions

Individual Planning and Development Work

Participants Plan Changes

Sharing and Discussion

Course Methodology:

The facilitator will use a variety of training methods, including large group discussions, individual work and reflection, assessments, and small group discussions and exercises

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 30/70 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 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.