



Communication Skills

From A.C.E. Learning and Performance Solutions

Interpersonal Communication is complex and multidimensional. It is much more than effectively sending and receiving messages. Productive communication **enhances** our relationships with others, **impacts** the bottom line, and **improves** the quality of life in organizations.

KLM Airlines found that the loss from poor communications exceeded the profit from their best quarter! The Canadian Public Service estimated loss due to poor communications in 1996 was in the billions!

Stress, conflict and low morale are some of the symptoms of the **Human** cost of unproductive communication. This workshop focuses on communication skills and strategies that produce desired results and build more harmonious relationships, including the one with ourselves.

Program Goal

To develop productive communication skills and build harmonious relationships.

Learning Outcomes

As a result of attending this workshop participants will be able to:

- Clarify communication Influences
- Identify communication barriers
- Establish a relationship between Neuroscience and Communication
- Apply productive communication skills
- Manage resistance

Program Specifics

Audience: All Employees

Duration: 8 hours

Class size: Maximum 15

Learning Methodology

- Current best practices in Adult Learning Methodology
- Practical, engaging, experiential, and interactive