



Communicating In Person With Power

The biggest obstacle to communicating with greater impact is not a lack of knowing what to say, it is knowing how to say it in a way that is effective. Fear, misunderstandings, power struggles, turf guarding, and posturing govern communication at times.

This workshop is designed to empower participants to approach business communication with confidence, clarity, and control while maintaining positive work relationships.

Program Objectives

By the end of this program participants will be able to:

- Identify and overcome communication roadblocks
- Shift from a reactive to a responsible communication style
- Apply strategies for communicating with power, precision, and poise
- Clarify perceptions to avoid misunderstandings
- Communicate effectively in conflict situations

Program Outline

Module 1: Taking Responsibility

- Dealing with communication roadblocks
- Controlling your communication messages
- The two faces of power and how they influence communication
- The difference between reactive and responsible communication styles



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Program Outline (cont'd)

Module 2: Strategies for Communicating

- Challenging your perceptions
- Asking questions to clarify perceptions
- Selecting the best communication vehicles
- Identifying and using powerful messages
- Communicating to achieve respect
- Putting language to work

Module 3: Handling Conflict

- Understanding five conflict management styles
- Identifying when to use competition, accommodation, avoidance, compromise, and collaboration to achieve your communication goals
- Using collaborative skills to achieve a win/win outcome

Course Length: 1 Day

Class Size: 10-15 Participants

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