

## Communicating with Influence

### *OVERVIEW*

Verbal communication is the most frequently used method of communication. We are leaving impressions with people every time we speak to them. It's not what you say; it's how you say it.

This workshop will give you a strategy for speaking effectively. Speaking to others is the number one fear in North America, yet we do it every day. By understanding how to say what you want to say, your confidence level will rise. Say what you really mean to anyone in your organization, regardless of his or her position.

This workshop is intended to develop your speaking skills to save you time from repeating yourself. You will leave with a process that will allow you to speak comfortably and effectively and be confident you delivered your message with influence.

The morale in your environment will increase as a direct result from effectively saying what you mean to say.

### *OBJECTIVES*

Upon completion of this 1 day workshop, each participant should be able to:

1. identify the key elements in a communication process
2. list the major communication methods used in organizations
3. identify barriers to communication and the methods of overcoming these barriers
4. list the four basic skills of communication
5. identify the three styles of communication
6. define the principles of one way and two-way communication
7. understand the benefits of oral communication
8. identify the 5 strategy steps of effective speaking
9. demonstrate the 5 steps of effective speaking
10. demonstrate the techniques of good oral communication