COMMUNICATION TIPS & TOOLS

Participant Guide

LEARNING OBJECTIVES

- Definitions/Process Map
- Costs of Poor Communication
- Examples /Characteristics
- Challenges/Obstacles
- Differences
  - Preferences/Styles
  - Gender
  - Generation
  - Cultural
- Listening
  - Obstacles /challenges
  - Effective Traits
- Non-verbal communication
- Electronic Communication - Do's & Don'ts
- Personal Improvement Plan
- Wrap up: Power