



# Achieving Communication Effectiveness

## BASIC SKILLS TRAINING

### Professional Development Associates

*Facilitating the growth  
of individuals & their  
organizations*

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Effective communication is a vital part of our lives—in and out of the office. We communicate for a variety of reasons: to inform, to correct, to enlighten, to persuade, etc. Yet many managers fail to communicate effectively. Thus, they inadvertently cripple their organization's productivity.

**Achieving Communication Effectiveness (ACE)** is a training program designed to enhance and to improve on-the-job interpersonal communication skills. It focuses on the behaviors that hinder effective communication and provides the techniques needed to achieve communication credibility.

### Who In Your Organization Will Benefit?

Administrative and support personnel.

### Course Description

**Achieving Communication Effectiveness** trains participants to function more productively through improved communication skills. This interactive workshop examines the skills, techniques, and behaviors associated with communication effectiveness. There are ample opportunities for discussion, exercises, and role-plays to encourage lively group interaction and to enable participants to assess their own individual skills. **ACE** does not encourage a win/lose resolution. Rather, it trains participants in effective communication techniques that open the door to dialogue, negotiation, and compromise. The major topics addressed are:

- Understanding basic communication styles and behaviors, including body language.
- Listening effectively.
- Overcoming barriers to effective communication.
- Handling negative feedback or conflict.
- Understanding the components of a good message.
- Creating situation-specific responses.

### Objectives

After successful completion of this course, participants will be able to:

- Assess their own communication patterns to avoid self-defeating behaviors both in and out of the work environment.
- Recognize their own listening barriers and, thus, improve their ability to interpret messages.
- Communicate effectively and non-manipulatively when dealing with different personalities and specific situations.
- Handle conflict constructively with confidence, composure, and flexibility.

- Communicating non-manipulatively.
- Dealing with anger.

## Course Format and Length

Designed to be facilitated by trainers, this 10-hour program can be delivered in a day and a half. For most effective learning, 14-20 participants are recommended.

## Course Materials and Content

***Achieving Communication Effectiveness*** consists of:

**Facilitator Guide**—This 3-ring binder contains the course outline and all the instructions, methodology, and information needed to deliver the course and to ensure a successful program.

**Participant Workbook**—Everyone attending the workshop receives a copy of the participant's workbook. The workbook is packaged within a versatile, handsome portfolio featuring a pad of checklists designed for rehearsal and review of difficult communication situations. An 8 1/2"x11" laminated behavior model card is also included to reinforce the workshop's key points.

**Videocassette**—This 30-minute color video was produced specifically for the program. It dramatically reinforces the concepts covered, enabling participants to evaluate and to comment on the situations portrayed.