

Communication Skills

For Cross Departmental Effectiveness

Program Description

Communicating successfully with cohorts in different departments is not just a matter of good working relationships – it is critical to working effectively. Business' fast pace and rapid growth has created unique interpersonal communication challenges, especially across departmental lines. Decisions must be based on the good of the team, the department, the company.

This intensive and interactive one-half to 1-day seminar will help departmental members clarify their thinking about roles, responsibilities, and accountability within the organization's team structure to ensure overall workplace effectiveness.

This program may be highly customized to reflect specific department and corporate challenges, and may be combined with courses such as Communication Edge for Project Management.

You'll benefit by learning:

- Exploration of the relationship between communication and core values (i.e., trust, respect, etc.)
- Developing joint goals with others
- Using persuasion and influence to accomplish tasks
- Strategies for helping participants focus on issues, not people
- How to develop and maintain open communication
- Synergetic approaches to organizational effectiveness
- To develop and convey empathetic points of view
- To prioritize cross-departmental requests and their effect on business activities
- Key steps and processes required to transfer knowledge from one department to another

Maximum participants: 12

Program length: ½ to 1 day