

Straight Talk

Program Description

Improve your relationships at work by sending and hearing the right messages – without the emotional barriers -- to improve performance, overcome resistance and build a cooperative workplace. Maintaining open and positive communication is a constant effort for many leaders. In this age of travel, electronic communication and hectic schedules, the intent of messages is often inconsistent with the impact.

Nyman has developed a feedback process that helps the executive, manager, supervisor, or team leader improve work processes, enhance credibility and change unproductive behaviors.

In this one-day course, participants will learn by doing while developing an awareness and understanding of their own and other's communication styles and learn proven feedback techniques for leadership success.

This program is for managers who want to get the most positive impact out of their interpersonal skills as well as employees at any level who want to enrich their working environment.

You'll benefit by learning to:

- Give and receive criticism and maintain positive relationships
- Identify the two levels of messages: content and relationship
- Understand why intent doesn't always equal impact
- Enhance non-verbal communication and listening skills
- Analyze communication styles
- Develop strategies for challenging situations or difficult people
- Use techniques for becoming more comfortable with giving and receiving feedback
- Give valid criticism that is based on facts... not assumptions

Maximum participants: 8

Program length: 1 day