

Effectively Communicating Up, Down & Across the Organization



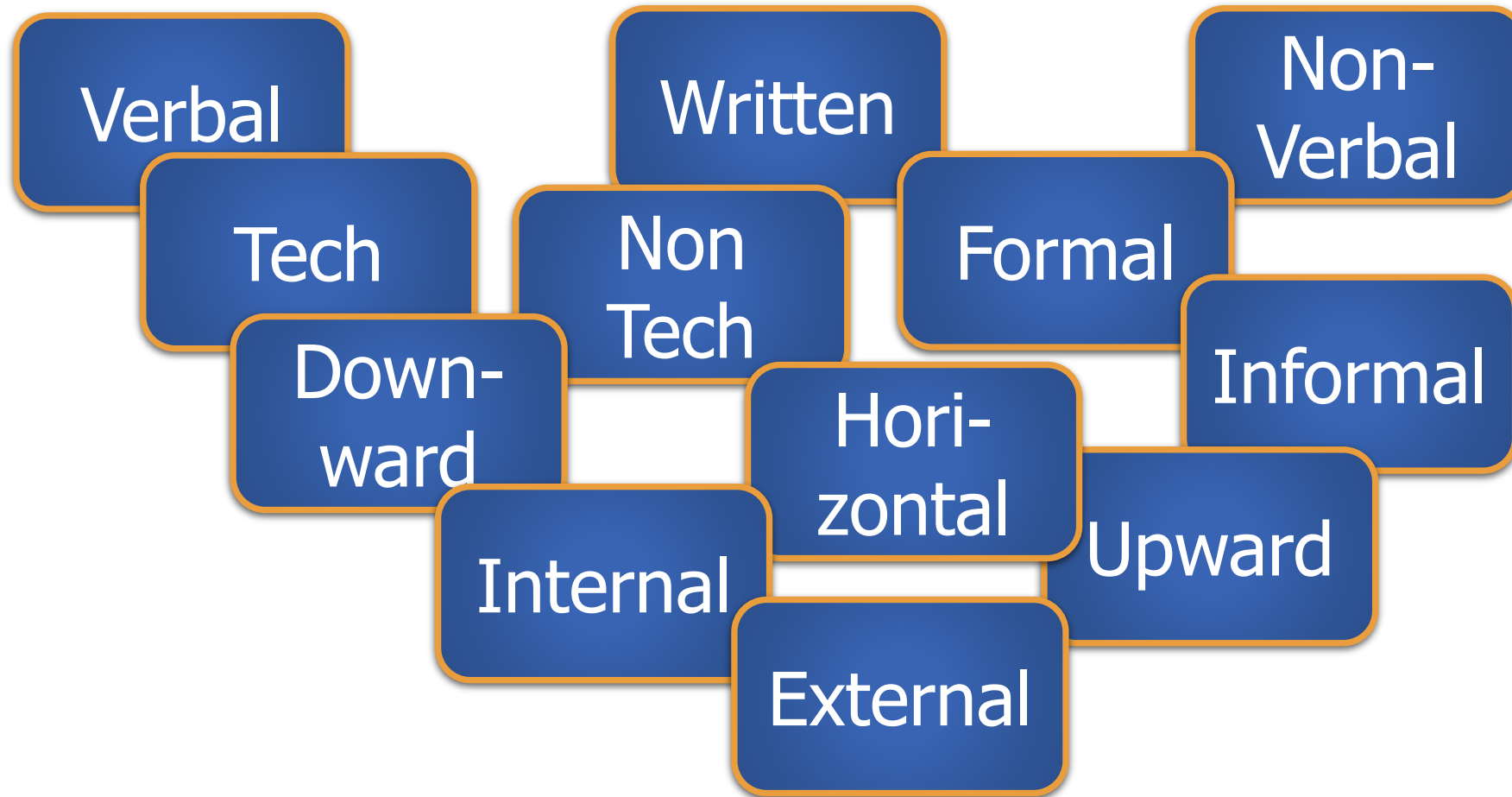
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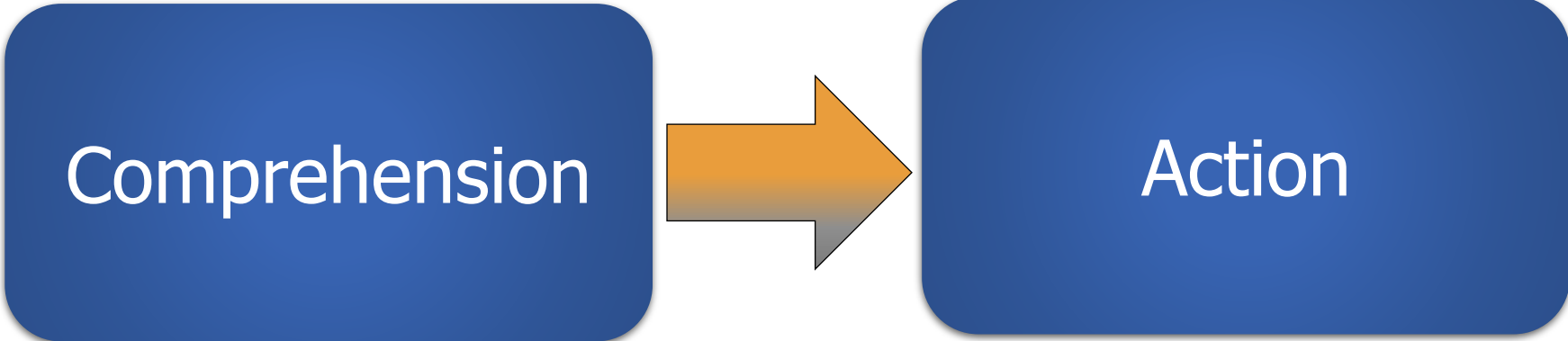
Session Objectives

- Understand the ROI of effective communication
- Discover your communication style and that of others
- Learn how communication channels can determine effectiveness
- Practice the components of effective communication
- Discover techniques for dealing with potential or existing conflicts
- Learn the best approach to asking for and receiving feedback

Forms of Communications



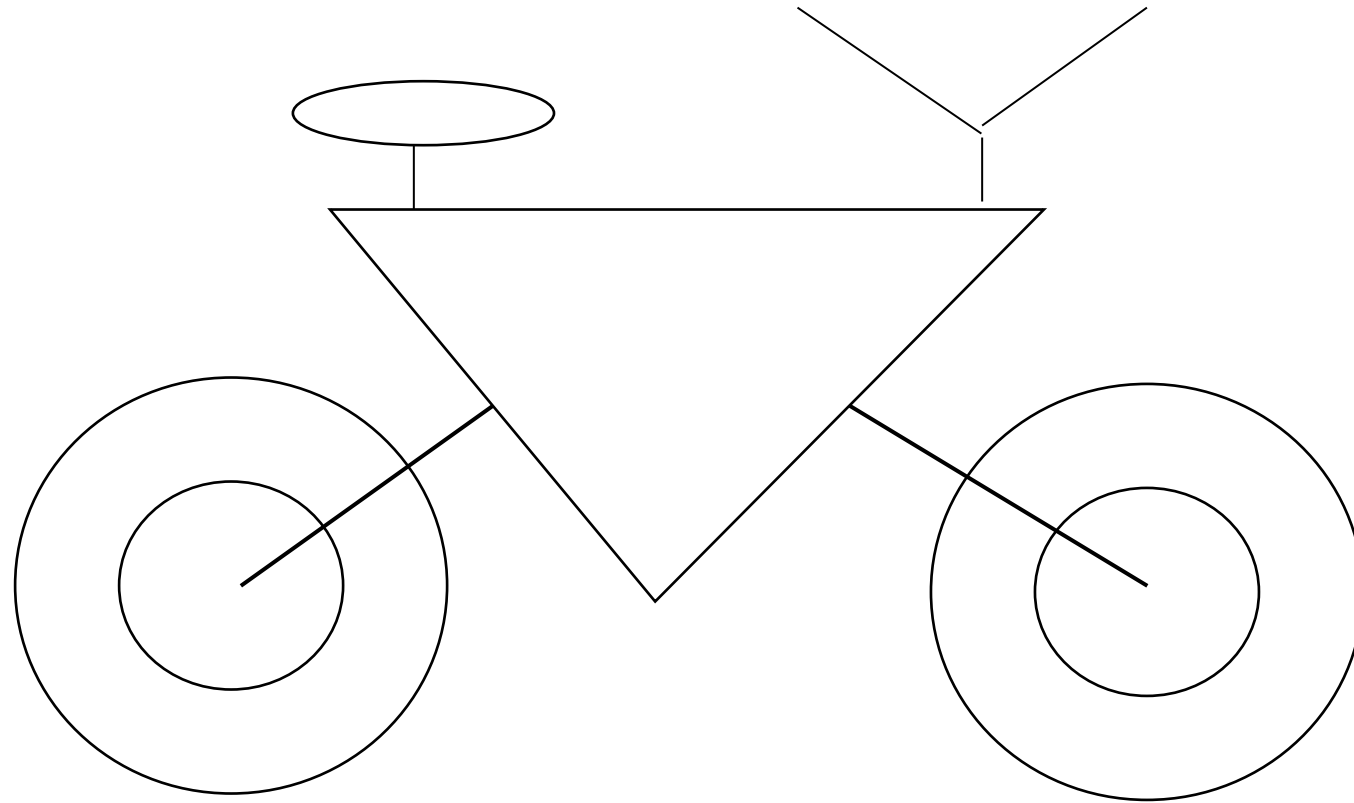
What is the Ultimate Goal of Effective Communication?



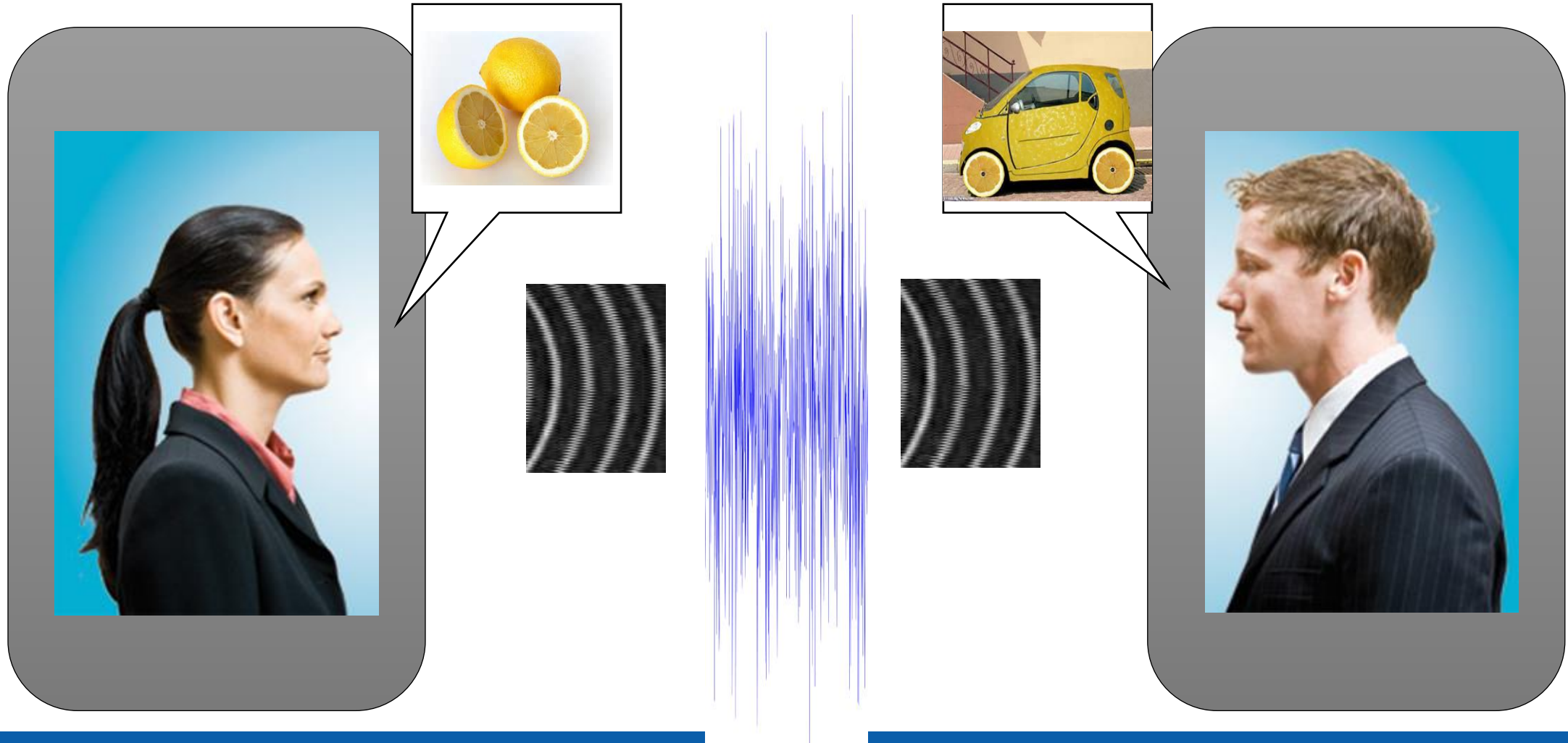
Exercise

Eye of the Beholder





One Way Communication Challenges?



Effective Communication: Johari Window

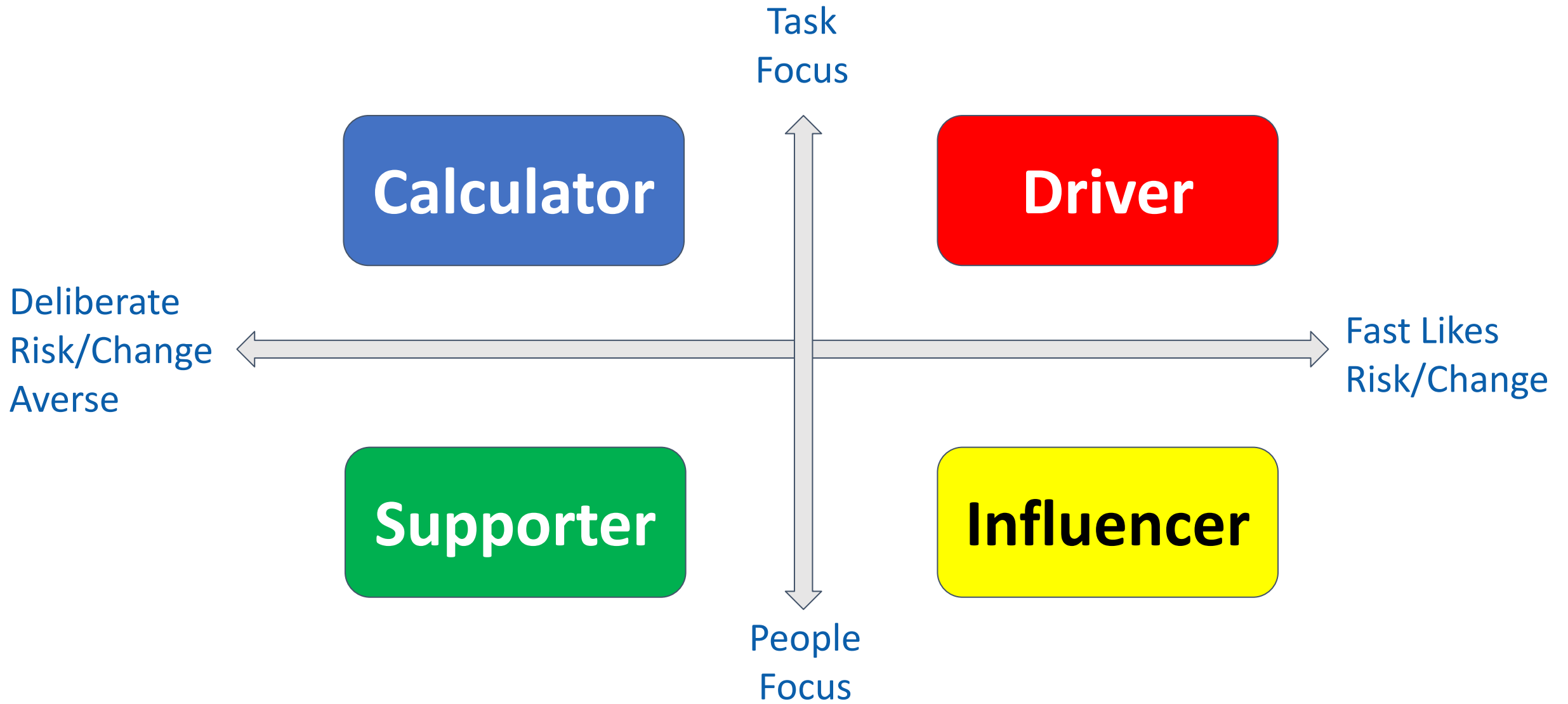


Be In The “Know”

Know:

- Yourself
- Your Audience
- Your Message
- Your Channel





Know Your Audience

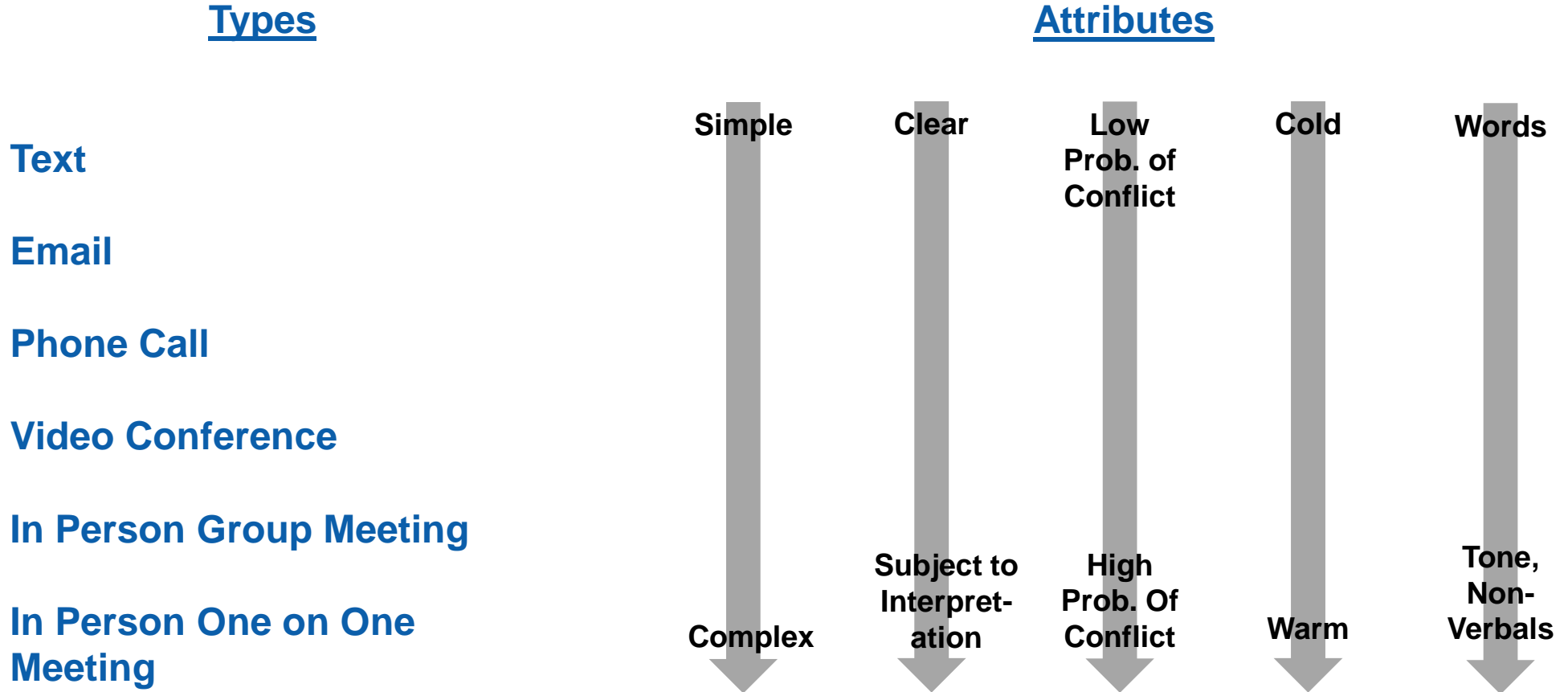


Know Your Message

- Who Cares?
- Empathy
- Simple vs Complex



Know Your Channel



Exercise

Your Life Story (< 2 mins)

Active Listening



- Authentic
- Two Ears, One Mouth
- Open Ended Questions
- Non-Verbals
- Repeat Back
- Test

The SBI Model

Culture

Upper Management

Peer To Peer

Staff



Process

Preparation
 $B = f(P, E)$

Discussion

Coaching

Effective Components of a Meeting Agenda

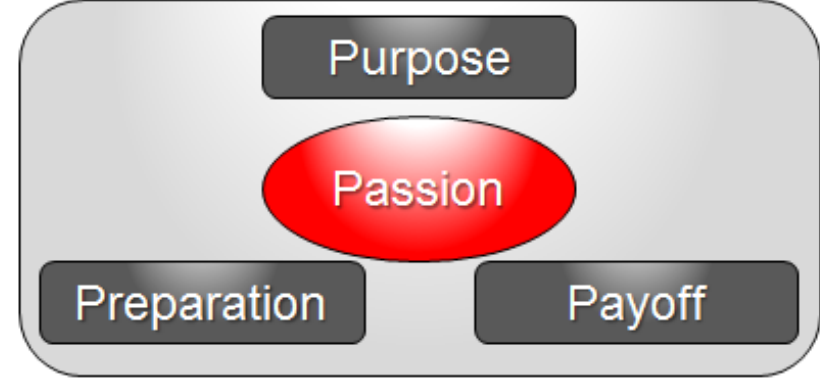
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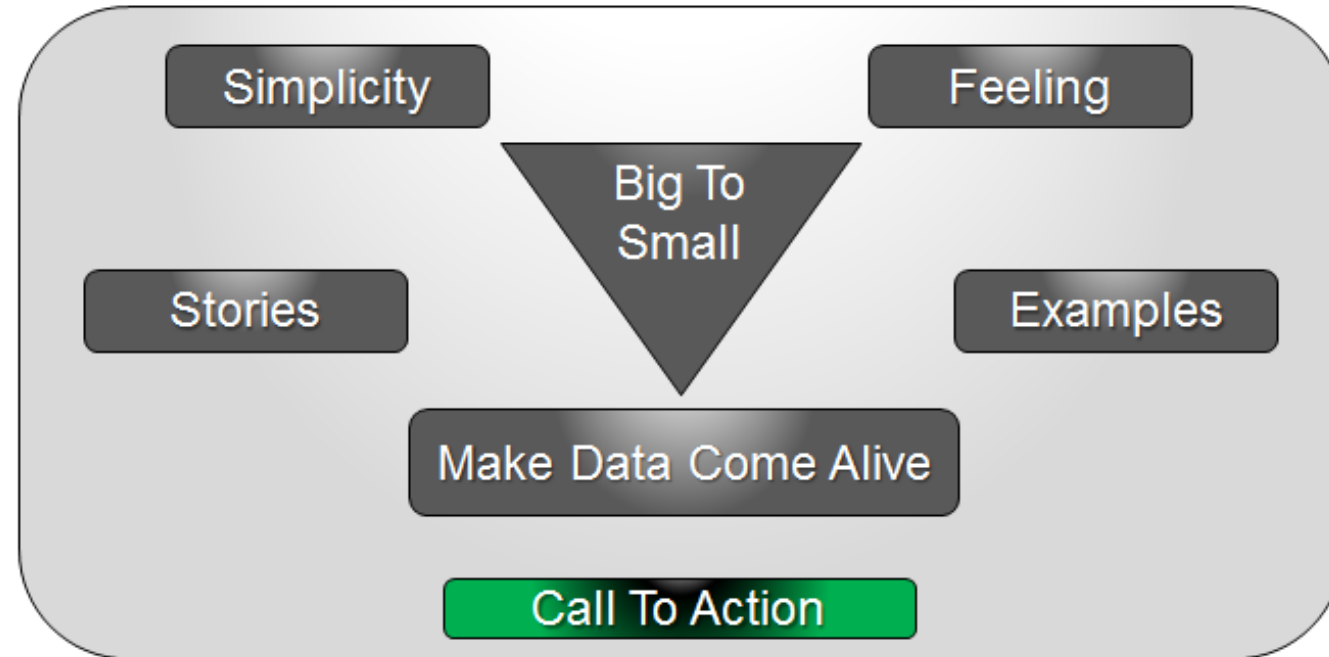
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The Power of the One Pager

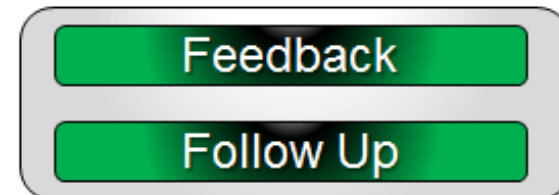
Before



During



After



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