

# COMMUNICATING WITH OTHERS

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## COURSE DETAILS:

- **Learning Format:** Classroom
- **Target audience:** All employees up to mid-level leaders
- **Course length:** 3 hours, or 1 hour 45 minutes as Fast Track
- **Facilitator Certification:** DDI certified facilitator required.
- **Prerequisites:** Communicating with Impact or Essentials of Leadership
- **Series:** Service Professionals or Manufacturing
- **Group size:** 8-16 people.
- **Pre-work:** No

## PERFORMANCE OBJECTIVES:

- Communicate more effectively with coworkers, leaders, team members, suppliers, and customers.
- Be aware of communication barriers and ways to overcome them.
- Understand the importance of communication in the workplace.

## PRIMARY COMPETENCIES DEVELOPED:

- Communication
- Building Strategic Work Relationships

## ADDRESSES THESE ISSUES:

- Do your people sometimes struggle with being clear and direct when making a point?
- Do people routinely misunderstand one another or not take on another's communications seriously?
- Do they worry so much about their messages being perfect that they never get communicated?

**COURSE SUMMARY:** Research shows that people screen out or misinterpret 70% of the messages in which they are exposed. That can cost your organization time, productivity, and money. This interactive skill practice course helps participants understand the impact of effective interaction skills. It teaches them to recognize and overcome communication barriers and interact effectively with others.

## COURSE OVERVIEW:

**What is Communication?:** Learners discuss the importance of effective communication. A video shows communication challenges and what can happen when people don't communicate effectively. Participants learn typical barriers to communication and discuss the importance of nonverbal communication. A paper-folding exercise shows difference between one-and-two-way communication and demonstrates the benefit of two-way.

**Key Principles Skill Building and Interaction Guidelines:** Through reading, discussion, and video, participants learn about personal and practical needs and the Interaction Process- Key Principles, Interaction Guidelines, and feedback fundamentals. Learners practice using Key Principles and feedback skills.

**Skill Practice Process:** A positive model shows an employee using all of the skills learned to conduct a problem-solving discussion. The Interaction Planner is introduced and used to provide feedback on the employee's use of the skills. Participants practice conducting discussions using Interaction Process skills. After each skill practice, participants give feedback to each other.

**Applying Skills on the Job:** Participants use an Interaction Planner to prepare for an upcoming discussion on the job. They list dos and don'ts for communicating with others. Learners relate how the skills and concepts learned support the Basic Belief.

**Video Segment Summaries:** A vignette shows what can happen when people don't do a good job of communicating. A narrator explains Interaction Guidelines for communicating with others. A positive model shows an employee using Interaction Guidelines in a problem-solving discussion with a peer.

## RELATED COURSES:

- Adaptive Leadership (for leaders)
- Influential Leadership (for leaders)
- Valuing Differences