

Developing leaders and organisations to their full potential™

EFFECTIVE COMMUNICATION®

Effective Communication within an organisation is vital to address ever-increasing demands and pressures for the achievement of organisational objectives and customer expectations.

The Effective Communication® Course provides an understanding of why people act and react as they do. This allows for an effective plan to be developed to solve communication problems and barriers to teamwork.



Experience the LMI® difference



This LMI® course is designed to help participants:

- Develop the skills to improve written Communication
- Communicate effectively in groups
- Build interactive team relationships
- Learn new communication skills
- Understand how to overcome the barriers to effective communication
- Understand others communication style preference
- Communication as a coaching tool



MODULE ONE

Concepts and overview workshop

The Total Leader® Concept
 What is Success?
 Importance of Attitude
 Developing potential workplace goals
 Self-evaluation exercise

MODULE TWO

Communicating for Results

Communication - The essential Human Connection
 Rewards of Successful Communication
 Communication Skills can be Learned
 Attitudes for Improving Communication Skills
 Setting Communication Goals

MODULE THREE

The Foundation of Good Communication

Understanding Human Behaviour
 Understanding Yourself
 Understanding Others and What Motivates them
 Basic Styles of Behaviour and Communication
 The Authentic Communicator

MODULE FOUR

Listening - The Key to Understanding

The Benefits of Active Listening
 Levels of communication
 Attitudes for Effective Listening
 Barriers to Listening
 Involving the Other Person in Communication
 Effective Listening Pays Off

MODULE FIVE

Nonverbal Communication - The Silent but Powerful Language

Understanding the Total Message
 Reading Body Language
 Overcoming Communications Barriers

MODULE SIX

Communicating by the Written Word

The Widespread Use of Writing to Communicate
 Preparing to Write
 The Visual Connection
 Vital Postscripts

MODULE SEVEN

Problem Solving through Communication

Problem Prevention
 Choosing a Constructive Approach to Handling Challenges
 Communication as a Coaching Tool
 The Emotional Factor

MODULE EIGHT

Communicating Effectively in Groups

Multiple Opportunities
 Planning a Meeting
 Appropriate Purpose and Format
 Strategies for More Productive Meetings
 Planning and Delivering A Presentation

MODULE NINE

Communication - Putting it All Together

Communication - The Essential Human Connection
 Communication isLiving
 Communication is ...Working
 Communication is ...Sharing
 Communication is ... Growing
 The Three C's of Communication
 Where do we go from here?

MODULE TEN

Graduation

Individual Results Presentations
 Awarding of Certificates

THE UNIQUE LMI PROCESS

- Specific workplace goals for learning and performance improvement are established in consultation with the participant and Company management
- Individual support from the LMI® Coach guides the participant's "on the job" application of the learning to the accomplishment of the goals
- Complete resource materials allow multi-sensory learning and regular review
- Thirteen interactive modules are facilitated in convenient weekly workshops
- Each workshop concludes with application and action steps to produce measurable results
- LMI's unique online feedback system monitors real time progress
- Mid and post-course reviews are conducted by the LMI® Coach with the participant and their chosen manager/mentor
- Participants present key results and a summary of accomplishments at a special graduation meeting