



Mosaïque Consulting LLC

Improving Your Communication Skills

Do you stop to think about ‘what is it that you are *trying* to communicate?’

Do you have difficulty getting your point across?

Effective communication skills are essential in any situation. Talking to someone is easy, but communication is the exchange of information, more importantly, it is ensuring that the receiver understood the message as it was intended. This requires a greater skill than simply talking to someone. Being able to communicate effectively is critical if you wish to climb the career ladder, create meaningful work/personal relationships, and/or if you manage a team. To do this, you must understand what your message is, what audience you are sending your message to, and how it will be perceived.

This workshop will help the supervisor, manager, or employee with their ability to effectively communicate with others.

Workshop Objectives:

- Discuss the importance of effective communication
- Review the various types of communication
- Identify barriers to effective communication and how to overcome them
- Practice the use of active listening skills and questioning techniques

Target Audience:

- Employees, Managers/Supervisors, Project Team Members

Course Length:

- 3 – 8 hours

