



TripleWin Consulting

Let's Talk

This eight-hour course, *Let's Talk*, highlights the importance of effective communication in our everyday work and personal life. A full range of communication aspects – speaking, listening, asking questions and giving feedback are explored to increase participants' overall communication effectiveness. Participants take an inventory to determine their communication style and then discuss and practice ways to interact with others with different styles. Many opportunities to communicate and evaluate the effectiveness of the communication are provided.

Program Objectives:

- Determine the value of effective communication skills
- Explore the communication process
- Identify and practice the communication skills of speaking, asking questions and providing feedback

Course Overview:

This course uses a highly interactive teaching style, combining team initiatives and group discussions with relevant theory and communication principles to make a rich and engaging learning environment.

Content:

- **Introduction to Communication:** why enhance communication skills
- **The Communication Process:** explore the complexity of communication
- **Communication Style Inventory:** self assessment to identify primary communication style
- **Communication Techniques:** nonverbal, verbal, paraverbal, being assertive, not aggressive
- **Asking Questions:** using questions effectively, open vs. closed questions
- **Principles for Giving Feedback:** full range of do's and don'ts for giving feedback