

COMMUNICATION SKILLS

PROGRAM OVERVIEW

Half or Full Day Format

Ideal Group Size: 15-20 Participants

The Communication Skills workshop is designed to enhance participants' awareness of their own communication barriers and provide them with tools to improve their communication skills.

Participants will gain awareness and understanding of themselves and others in a variety of situations. Through discussion, interactive practice, and self-assessment, participants leave with practical techniques for more productive communication.

The workshop can also be geared specifically to managers/supervisors providing them with awareness on the importance of communicating more effectively with their team and providing them with techniques for improving their coaching and management skills. They will also learn how to utilize their own personal strengths to motivate and empower their team.

AGENDA

COMMUNICATION BASICS

- Joint Process
- How we get meaning
- Nonverbal clues

LISTENING ACTIVELY

- Seek first to understand
- Listening skills evaluation
- Active Listening - Practice makes perfect

COMMUNICATING EFFECTIVELY

- Communication style assessment
- Respecting comfort zones and practicing flexibility
- Assertive communication

EMPOWERING YOUR TEAM (FOR MANAGERS ONLY)

- Managing Performance
- Providing Feedback
- Coaching for success

KGA, INC.

CORPORATE COUNSELING AND TRAINING

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INSTRUCTOR



Linda Piatelli is a Senior Training Consultant with KGA. She has been designing and facilitating custom training programs designed to help people manage their personal and professional growth since 1994. Her experience spans a variety of industries including high tech, biotech, hospitality and manufacturing.

Linda comes from a unique background with over 12 years of practical experience as a technical professional, project manager, and consultant. Linda's technical background and hands-on business experience enable her to design and facilitate practical training programs that effectively respond to the needs of professionals in the workplace.

Linda's KGA training specialties include: Time Management, Managing Multiple Priorities, Stress Management, Communication Skills, Team Building, EAP Manager Training and Performance Management. She received an MS degree from the University of Vermont and is a member of the American Society of Training and Development.



For more information please call KGA at 508.879.2093 or email piatelli@kgreer.com