



## Communications & Conflict Series

### Effective Communications

#### Summary

**The Communication Process:** Motivating conversations are generally characterized by two kinds of needs: the *practical* need to reach a productive, logical outcome, and *individual* needs, such as being understood and involved. Addressing *both* kinds of needs helps ensure a successful outcome. The *process* includes two components:

1. The **FRAMEWORK** provides the steps for a conversation or discussion. It satisfies people's practical needs by ensuring that the conversation achieves its purpose and that those involved are clear about next steps.
  - FOCUS by identifying the opportunity or problem
  - ADDRESS details and concerns (emotions) about the situation
  - DEFINE needs and ideas for accomplishing the goal
  - EVALUATE the best ideas and develop and action plan
2. **INTERPERSONAL SKILLS** helps you address the individual needs related to the discussion. For example, expressing confidence in a person's ability to carry out a plan makes him or her feel valued. You can insert the interpersonal skills to support the framework whenever it seems appropriate during a discussion. The skills are essential ingredients in good communication and foster a climate that encourages people to participate and be accountable. The Interpersonal Skills are:
  - Show Respect
  - Empathize
  - Seek Input
  - Give Helpful Feedback
  - Offer Support

These skills are expanded upon in individual modules within this program.

#### Who Should Attend

Managers and employees who need to improve their interpersonal communication skills.

#### Workshop Objectives

Participants will enhance their knowledge of how to motivate others through effective communication. They will be introduced to skills and techniques to apply on the job as well as in individual life.

Objectives of the Communication Process:

- Examine the importance of effective communication and its role in gaining cooperation and helping others succeed
- Balance seeking and telling
- Understand how to personalize your interactions, using the Framework and Interpersonal Skills
- Enhance your ability to provide positive reinforcement
- Through a case study, learn how to apply the skills