

# Communication Skills

## *The Art of Dialogue*

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### **Workshop Synopsis:**

This workshop is designed to assess and enhance communication skills in a variety of workplace situations such as performance management, influencing others and leading a team.

### **Prerequisites:**

None

### **Length of Workshop:**

1-day

### **Workshop Materials & Resources:**

*Workbook and other instructional materials  
(Customized to meet various levels of individual and group needs)*

### **Ideal Participants:**

Administrative managers and staff members who are interested in increasing their effectiveness through the power of dialogue.

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### **Upon completion of this workshop, each participant will be able to:**

- Identify and analyze his/her communication profile
  - Identify and address poor listening habits
  - Learn to observe non-verbal behavior
  - Practice the fundamental components of facilitating dialogue
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### **Core Skills Developed:**

Active listening

Self-disclosure

Problem-solving

Ability to give constructive feedback

Style flexibility

Reframing

Ability to question assumptions and seek alternative solutions through dialogue