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215-716-3035 x 0 or services@mccloskeypartners.com

Communication Effectively & Non-Defensively

Module 1: Communication Styles: What is your style?

It is important to understand how someone's communication style is interpreted by others to avoid miscommunication and misunderstandings. Our training helps attendees in learning exactly what type of communicator they are AND how their communication style may affect other people – like co-workers.

Learning points that attendees should take away from this module

Good communication skills require a high level of self-awareness. Understanding your personal style of communicating will go a long way toward helping you to create good and lasting impressions on others. By becoming more aware of how others perceive you, you can adapt more readily to their styles of communicating. This does not mean you have to be a chameleon, changing with every personality you meet. Instead, you can make another person more comfortable with you by selecting and emphasizing certain behaviors that fit within your personality and resonate with another.

The four (4) basic communication styles that will be reviewed:

- Aggressive
- Passive
- Assertive
- Combination

Module 2: Getting Your Message Across: Communicating Non-Defensively

We're all naturally defensive to some degree, and nowhere is it more apparent than in our communications with others. Our workshop focuses on the essential steps to sending and receiving messages non-defensively for better communication and effectiveness in the workplace.

Learning points that attendees should take away from this module

- How to disengage from a defensive situation
- How to empathize and disarm a defensive person
- How to inquire and focus on the issues
- How to disclose ones own needs and goals non-defensively
- How to depersonalize the issues

Module 3: What to do when conflict happens

Workplace conflict haunts organizations every day. Most people do not know that they are responsible for resolving their own conflicts, which has often been viewed as a responsibility of management. Through our instruction attendees will learn skills necessary to successfully resolve conflict situations and avoid future ones.

Learning points that attendees should take away from this module

- Be more aware of the signs of workplace conflict
- Able to recognize the negative impact conflict has on an employee, their organization and others
- Recognize that we all have a responsibility to resolve conflicts when they occur. Be self aware!
- Learn how to implement the CALM approach to conflict resolution

The approach that we use is: CALM Approach

C: Clarify the issue

A: Address the problem

L: Listen to the other person

M: Manage your way to resolution

TRAINING FORMAT

- Training to take place individually or as a group at client location or On Demand Webinar
- Training generally takes 1.50-2 hours

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