



PROFESSIONAL DEVELOPMENT SERVICES

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# COMMUNICATING WITH SKILL

## Tips for Getting Your Message Across Every Time

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If you're a leader in the business world or you aspire to be a leader, above-average communication skills are critical. In fact, the most direct way to become an effective leader is to communicate like one. Effective communicators understand that communication is a complex process. There are a lot of things going on in communication, and it is actually a challenge to put our internal perceptions, feelings, motives, etc. into meaning and words.

The ultimate goal in communicating skillfully is shared understanding, and that means the key is clarity, clarity, clarity. Sometimes the only way to make your audience understand your message is to boil it down to its simplest form. We'll discuss this concept in this workshop, but the bottom line is that it isn't easy to communicate effectively. It takes both effort and attention, and the first step is being introduced to the information in this workshop. Together we'll discuss:

- Different types of communication
- The communication process
- How to effectively target your audience
- Verbal and nonverbal language techniques
- Tips for managing conversations, e-mail, written documents, and public speaking
- The art of listening

Above all else, you'll learn how to communicate like the pros by making clarity your top concern and by meeting your audiences' unique communication needs. Your quest for expert communication skills begins with this workshop, so take this valuable step for maximum success!