

Communication & Trust Amidst Changing Styles

(to be used in conjunction with the "Do It" Profile)

This session has been designed to help people appreciate that communication is not just about the transmission of information but about creating common ground where all parties see mutual benefit.

Especially in the environment of change towards greater productivity; where people's "real" beliefs surface and where there is more likely to be misunderstandings and good people can be lost to the new vision or strategy because they do not take ownership.

It is important that the information you transfer to another party is correctly received and understood. Words create pictures and this is what the conscious mind registers. If those pictures paint a dim future you will lose & so will your recipients. We will focus on the words we use with people. The power of the spoken word can cause enormous stress or it can bring about harmony and loyalty.

Objectives

- To minimise the potential of conflict
- To appreciate [seven keys to successful communication](#)
- To understand the personal and social needs that all parties have in communication
- How to practice to develop habits to be an effective communicator

Outline

- The total package of the message
- What is the message?
- Making communication work
- [How to handle conflict](#)
- What is feedback?