

Research shows that most “unhappiness” in the technical business world comes not from poor work, but from poor communication. Effective communication plays a pivotal role in nearly every aspect of business. Skilled communication impresses colleagues and customers, promotes the effective flow of information, and creates a more harmonious and productive business environment. On the other hand, poor communication can cause confusion, frustration, misinterpretation, inefficiency, and lost business. Moreover, effective communication can add to a technical professional’s value and potential for growth within an organization.

According to the Wharton Center for Applied Research, 44% of business meetings are unproductive. In addition, time spent in the productive meetings could be reduced by 25% if best practices were implemented.

These costs of ineffective communication represent a huge saving that could be flowing to the bottom line of many organizations.

Workshop Objectives

- Equip participants with best practices, including methodologies, strategies and techniques, associated with various communication modes (texts, emails, phone calls, voicemails, meetings, etc.) to increase the effectiveness and efficiency of their communication
- Learn what to do, as well as what to avoid
- Improve decision making effectiveness by understanding and applying best practices

What You Will Learn

- The causes, effects and costs of poor communication and suggested remedies
- How to choose the appropriate mode of communication (text, email, phone, meeting, etc.)
- Guidelines, best practices and etiquette for the various communication modes (texts, emails, phone, voicemail, meetings, etc.)
- E-mailing from A-Z
- The key elements of effective and productive meetings
- Social media: uses and guidelines
- Getting people to feel urgency and make decisions
- How to get colleagues/clients to make and keep commitments
- Dealing with indecision—how to get decisions so you can move forward

Length

- ½ to 1 day depending on amount of application activity

Instructor

- Laura Hyde, Morgan Training Co., LLC

Comments from past participants

- *“Should be required for all.”*
- *“I think all employees, including upper management, should take this training!!”*
- *“This workshop teaches you many effective ways to be a much more efficient worker. Well worth your time.”*
- *“Best workshop I’ve attended in a while. Valuable lessons I can begin to apply immediately.”*
- *“Awesome class. Glad I attended!”*
- *“This course should definitely be given to new hires, because as a new hire, I find speaking at meetings, leading conversations and simply conveying my message to be challenging. This class definitely teaches one etiquette on all aspects of business/professional interaction.”*
- *“This workshop should be company-wide and mandatory.”*
- *“I am pretty aware of etiquette and tools regarding communication. However, I learned something new from this session and they are helpful tips. Will definitely recommend this session to others.”*
- *“Initially, 3 hours felt really overwhelming/too much. But everything was supremely helpful. I’d highly recommend this session to anyone who was put off by the time. It’s totally worth it!”*
- *“This training should be a requirement for all personnel in the company.”*
- *“Not intimidating. Very helpful in real life right now!”*
- *“Especially good for structuring meetings and voicemail protocols.”*
- *“It doesn’t matter what industry you’re in, this information matters.”*