

# Communicating for Results

Excellent communication skills – you can't be a great leader without them. In this module, you'll learn to adapt your communication style to others, hone your listening skills, and deliver effective feedback without raising defensiveness. You'll also work on tone and body language, and choose the right mode of communication to build trust and respect.

## Learning Objectives:

- Examine the “5 C’s” that give nonverbal communication meaning.
- Apply the DiSC® model to recognize differences between styles and adapt your style for more effective communication.
- Demonstrate active listening, effective questioning techniques, and giving clear directions.
- Apply five strategies to minimize defensive responses.
- Create assertive “I” messages that help improve poor results or get excellent results repeated.
- Compare the characteristics of generations in today's workplace.
- Contrast the generational trends and identify how they can cause communication to fail at work.
- Examine the impact of the four emotional intelligence factors on successful communication.
- Discuss how to overcome isolation with remote workers.
- Examine appropriate and effective use of modes of communication technology such as email, texts, and conference calls.



**CEUs:**

1.4 (14 hours)

**HRCI Credits:**

14 HR (General)

**SHRM:**

14 PDCs

## Learning Options:

- Classroom training
- At your location

## Who Should Attend:

- New and experienced supervisors, managers, and professionals as well as for individuals with management potential looking for in-depth strategies with practical application.

## Learn. Grow. Succeed.

**Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.**



[www.mranet.org](http://www.mranet.org)

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## Course Outline

- Review communication best practices that you can use to get the results you want
- Explore common communication challenges with your boss, direct reports, and peers
- Discuss how vocal qualities, word choice, and nonverbals impact messages
- Practice techniques for dealing with difficult situations and saying “no” professionally
- Apply the DiSC® Style Model to increase self-awareness, recognize other communication styles, and improve interactions with other people
- Practice reflective listening, questioning, and giving directions effectively
- Recognize defensive reactions and plan communication to avoid defensiveness
- Create “I Messages” for praise and improvement-needed conversations
- Explore how to bridge generational differences and overcome stereotyping
- Understand the role of emotional intelligence in communication and leadership

“ Now that I understand the types of people I work with, I have a better understanding of how to interact with them. ”



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