

## Course Objectives & Outline

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### Communication

Communication is a critical skill for leadership. We communicate by what we say and what we do. This training is designed to help leaders and managers become more effective communicators by establishing behaviors and habits that lead to positive communication, both as a sender and as a receiver of information. Actionable takeaways and planning are a part of the course, in order to foster changed behaviors and habits, leading to increased performance on the job.

#### **Course Objectives:**

Following the completion of this course, participants will be able to:

- Assess their communication skills.
- Understand the communication process and apply behaviors to improve communication at each step.
- Understand the modes of communication and how/when to use modes appropriately.
- Apply principles of active listening for better communication.
- Understand how to structure effective meetings and apply a standard for meeting structure.
- Understand and apply how to go beyond basic communication skills by establishing action and empathy through awareness/style of self and awareness of others.
- Create an action plan for improving communication.

The course follows an interactive format that caters to various learning styles. In addition, behavioral-based application and action planning is a part of every course Horizon Point facilitates.