



Effective Communication[®]

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EFFECTIVE COMMUNICATION

Make your communication effective and clear

- Improve communication skills and overcome communication barriers
- Understand styles of behavior and various ways of communicating
- Learn the art of active listening
- Solve problems through communication
- Communicate in groups - from planning to presenting

ONE: Communicating for Results

- Communication - The Essential Human Connection
- Rewards of Successful Communication
- Communication Skills Can Be Learned
- Attitudes for Improving Communication Skills
- The Three Cs of Communication
- Setting Communication Goals

FOUR: Communicating by the Written Word

- The Widespread Use of Writing to Communicate
- Preparing to Write
- The Visual Connection
- Vital Postscripts

TWO: The Psychology of Communication

- Understanding Yourself
- What Motivates People
- Basic Styles of Behavior and Communication
- The Authentic Communicator

FIVE: Problem Solving Through Communication

- Problem Prevention
- Choosing a Constructive Approach to Handling Challenges
- Communication as a Coaching Tool
- The Emotional Factor

THREE: Understanding - The Key to Effective Communication

- The Two-Way Process of Communication
- Levels of Communication
- Barriers to Listening
- Involving the Other Person in Communication
- Attitudes for Effective Listening
- Interpreting Nonverbal Communication
- Intentional Versus Unintentional Body Language
- Reading Body Language
- Overcoming Communication Barriers

SIX: Building Successful Relationships Through Communication

- The Benefits of Good Communication
- Meetings - A Golden Opportunity for Effective Communication
- Planning for a Meeting
- Choosing the Appropriate Purpose and Format
- Strategies for More Productive Meetings
- Preparing and Delivering a Presentation
- Experiencing the Human Connection