

WORKSHOP: STRAIGHT TALK: INTEGRITY BASED COMMUNICATION

This workshop is designed to help participants improve their ability to influence others through open two-way communication. This practical 2-day session will give participants the tools for opening up dialogue, addressing difficult issues, and encouraging straight talk. Participants learn how to start and sustain effective communication with those in and around your workplace.

Learning Outcomes:

- Learn how to improve relationships by emphasizing positive values that respect and honor all people
- Understand how to fine-tune empathetic listening, speaking and behaviors
- Learn how to get to truth telling, and what it takes to discover the elements necessary to achieve win-win solutions
- Understand how to embrace personal responsibility and being accountable for the results
- Understand how human beings process information and how it influences our interaction with others
- Define and understand what is most important to you and how that truth colors our approach to human interaction
- Learn a model for managing conflict and how to distinguish between wants and needs
- Learn to establish rapport, recognize when you've achieved it, and how to maintain it
- Learn to address difficult issues by communicating your "truth" and enabling others to understand your point of view
- Learn how to ensure integrity is maintained even when interests vary and stakes are high

This workshop is offered by *StrategyWorks, Inc.*, an International consulting and training firm. The instructor and owner, is a highly sought after speaker and instructor who has worked across a variety of Federal, State, and local agencies. *StrategyWorks, Inc.*, and their team of experienced consultants and trainers enjoy a reputation for providing practical, hands-on learning and creating an environment conducive to learning and then applying the skills in a meaningful way. Past participants have evaluated this workshop as a thought provoking, useful course for improving communication and interaction with others in an open and authentic way.