



It's not just what you say, it's how you say it.

The Essential Elements of Effective Communication

Do not worry if others do not understand you. Instead, worry if you do not understand others. – Confucius

Simply knowing that Confucius made that statement tells us that communication has been a challenge for at least 2,500 years. Now that we are in the “Communication Age”, logic suggests that our society would be good at it by this point. However, communication is still one of the biggest problems in the workplace today.

Poor or ineffective communication can lead to many problems that result in unmet expectations. Once this happens, employee dissatisfaction and/or turnover, customer attrition, increased costs, and lost time are all common consequences.

In this seminar, participants will be given tools to increase their communication effectiveness. If applied and utilized, these new skills will help them to convey their message more clearly, become a better listener, and eliminate many of the barriers that cause or contribute to ineffective communication. Topics include:

- **The Ingredients of a Good Communication Recipe**
- **Contributors to Ineffective Communication**
- **Best Practices and Fundamentals of Various Forms of Communication:**
 - Face – to – face
 - Phone
 - Written (traditional, emailing, texting)
- **How to Become a World-Class Listener**
- **Non-Verbal Communication**
- **Communicating in the Midst of Conflict**
- **Using Communication to Reduce Unmet Expectations**

Randy was very effective in getting our team to communicate with one another in an enjoyable and engaging way.

Holly LeRoy/ Graphic Designer/ South Plains College

I believe this training will help my staff to become a stronger team...very helpful!

Danita Edwards/ Community Access/ Tyler, TX

Teaching the Essential Elements of Excellence for work and life!