# CUSTOMIZED COMMUNICATING EFFECTIVELY TRAINING

It is hard to describe things accurately and listen well, very hard, harder than most people think. The benefits – the positive, ripple effects – of speaking clearly and really hearing what people are saying are boundless. From customer service roles to supervisory roles, everyone needs to communicate well. In this training, employees practice and improve these skills and learn tools they can use to be more effective at work.

## TOPICS INCLUDE THE FOLLOWING:

- Improve your interpersonal communication skills
- Practice describing things clearly and accurately
- Learn to listen attentively by probing with appropriate questions to clarify understanding
- Practice active listening
- Improve your ability to understand when communications have been unsuccessful and develop the skills to quickly modify your approach

## PROGRAM COMPONENTS AND ACTIVITIES COULD INCLUDE THE FOLLOWING:

- Interactive communication activities, such as Back-to-Back Communication, Tinker Toy Challenge, Toxic Waste, Color Blind, Signline, and Warp Speed
- Personality Profiles and Communication Styles Assessments: Myers-Briggs Type Indicator, True Colors, and many more!
- Creative problem solving challenges

*All programs are FUN and PRODUCTIVE.*

**COST:** **Varies depending on number of participants, length of program, location of program, etc. Please inquire for a quote.**

*Participants receive handouts and articles to support the selected components and activities.*

**INSTRUCTOR:** **David Markwardt** owns David Markwardt Consulting, LLC and is the facilitator for many programs in Santa Fe, including The Executive Leadership Institute, The Essentials for Supervisors Program, The Public Servant Emerging Leaders Program, and Santa Fe Chamber of Commerce's Leadership Santa Fe.

**For more information and to register, contact:**

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*Customized supervisor, leadership, and other professional development trainings are available upon request.*

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