



## Connecting with People

### COMMUNICATIONS SKILLS FOR COMPLEX TIMES

*"If communication is not your top priority, all your other priorities will be at risk."*

#### DESCRIPTION

In spite of state-of-the-art communication devices and our ability to be connected 24/7 anytime, anywhere, communication breakdowns and misunderstandings remain the primary challenge for leaders and organizations. The consequences of communication failures may include interpersonal conflict, increased negative stress, employee turnover and the loss of valued customers.

Sandy Smith draws on twenty five years of helping individuals and organizations strengthen their network of communication throughout their organization. Special attention is given to "the lost art of listening."

#### LEARNING OBJECTIVES

- Better understand communication challenges among individuals, teams and departments.
- Learn about conversational roles we learned to play in our family of origin and how they impact communication in the workplace.
- Gain insight into your personal communication style and learn versatility skills as to when and how to adapt to the style of others.
- Explore the dynamics between divisive debate and healthy dialogue among teams.
- Discover the practice of giving as well as receiving constructive feedback.
- Complete a personal Conflict Resolution Profile that features five different conflict resolution modes and identifies which is most natural for you.
- Develop the skills of "how to have a successful difficult conversation" through the use of a checklist to guide you before, during and after a conversation.
- Develop the skill of thoughtful questioning and empathic listening when discussing issues.

#### STYLE OF DELIVERY

Customized to audience, client objectives, and time allotted for delivery. However, presentations typically incorporate such highly effective elements as:

- Extremely animated oral presentation that incorporates practical examples and, often, humor to drive home main points
- Bold, imaginative presentation graphics that maximize visual impact and minimize text
- Short, highly engaging movie clips that demonstrate or reinforce key messages
- Small highly engaging group exercises and discussion
- Open Q&A
- Closing summary of key points that can be applied in the workplace and serve as reminders

#### SANDY SMITH BIOGRAPHICAL SUMMARY

Sandy Smith is a speaker, corporate training specialist and executive coach from Oak Ridge, Tennessee. He develops and presents educational seminars and workshops for leading organizations in such diverse areas as healthcare, manufacturing, marketing, retail, and U.S. government. Sandy also coaches senior executives in giving high impact presentations. Sandy is a member of The National Speakers Association and The World Futurist Society.