

Communication Skills: What they didn't teach you in Chair school

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No matter how much we advance in technology, human beings still need to communicate effectively with one another. Communicating well may seem simple, but being effective at connecting with those around us is a skill that often needs improvement. This session is a practical workshop on effective communications skills and concepts and goes beyond traditional communication training.

In this session we will explore how to

- improve effectiveness by reducing misunderstanding
- implement proven approaches to understanding and to being open-minded ... key leadership, engineering, and scientific skills
- more easily reduce and eliminate disagreement and resolve inevitable and challenging conflicts elegantly
- hear what people are really saying and convey your viewpoint more accurately
- enhance your personal and professional relationships by preventing confusion and unnecessary arguing

SESSION OUTLINE

- Philosophy and why communication skills are important daily tools
- Non-verbal communication
- Open and Closed Questions
- Break-out session
- You and I Statements
- Break-out session
- Application of skills