

TIPS TO BETTER COMMUNICATION

1 DAY

This course is geared towards improving how you clearly communicate ideas, report on assignments, tasks, meetings and in galvanizing others into effective action. During the course, we will take an in-depth look at 50 easy-to-implement suggestions on how you can make all your communications that much more powerful. The communication strategies are all there for you to use, our goal is to guide you so that you can implement the new skills which you will pick up in the right way immediately.

COURSE CONTENT

FOURTEEN TIPS TO IMPROVE YOUR MEETING

- Think of Meetings as Investments
- Forecast Your Meetings
- Use "Meeting Focus" Posters in Meeting Rooms
- Use a "Recipe" to start Meetings Well
- Know How Effective Leaders Behave
- 10 Key Statements of Effective Meeting Leaders
- Use "Funneling" to Brainstorm on Single Issues
- Use "Fast Networks" to Brainstorm on Multiple Issues
- Use the FAST Formula to Manage "Meeting Theft"
- Use a "Recipe" to Finish Meetings Well
- Evaluate Meetings to Ensure Productivity
- Quick Strategies for Ad Hoc Meetings
- Quick Strategies for One-on-One Meetings
- Use Special Strategies for Teleconferences

FOURTEEN TIPS TO IMPROVE YOUR BUSINESS WRITING

- Know the Facts and Myths About Business Writing
- Ask Yourself Questions Before You Give Answers
- Brainstorm Now, Organize Later
- Put First Things First-And Last
- Practice "Aerobic Writing"
- Use "Big-Middle-Little" Revising
- Add "Breathing Space" for Reader Friendliness
- Make Subject Lines and Headings Longer, Not Shorter
- Simplify and Clarify Your Document
- After You Check Spelling, Proofread
- How to Comment on Each Other's Writing
- E-mail Time Savers and Etiquette Points
- Format Points for Technical Reports
- Write Clear Action Steps in Procedures
- The A-POWR Writing Process

FOURTEEN TIPS TO IMPROVE YOUR PRESENTATIONS

- Plan to Speak to Listeners on Their Terms
- Use a Recipe to Begin with Confidence
- To Build Credibility, Use Personal Stories and "Fast Facts"
- To Organize Points, Use the B.E.S.T. Recipe
- Create Uplifting Conclusions
- Handle Questions with Care
- Gesture from the Audience's Point of View
- Improve Your Voice "Music"
- To Improve Eye Contact, Think: "Who's the Sleepiest?"
- For Impromptu Presentations, Answer Three Questions
- To Sell to a V.I.P., Converse; Don't Lecture
- Deliver Smooth Team Presentations
- Think of Mistakes as Assets
- When Presenting, Be Just Nervous Enough

EIGHT TIPS FOR USING POWERPOINT

- Start Creating Your Presentations Without PowerPoint
- Use Directory Visuals to Focus Your Audience
- Use "Signpost" Slides
- Use Dynamic On-Screen Menus
- To Focus Within Complex Slides, Use On-Screen Enhancements
- "Unhide" Slides if Listeners Need More Information
- Create Audio-Visual Cooperation
- Use the Room to Clarify the Structure of Your Presentation