



## COMMUNICATION TRAINING PROGRAMS



### Mastering Effective Communication

Effective communication is essential to the workplace. Leaders, managers and employees alike have to communicate with a variety of people at all levels of an organization through various media. As a result of this communication training, individuals will develop the tools and techniques they need to increase connectivity and communicate more clearly, concisely and confidently from anywhere at any time.

### Rooted In Results

Open and effective communication is an integral part of a positive company culture, but we know how easy it is for communications to go awry. This program will help participants improve their self-awareness, identify communication gaps, and build new skills to spark successful and positive relationships. By mastering these skills, organizations will see an immediate positive impact in increased productivity, employee engagement and job satisfaction. Are you ready to take your people and organization to the next level?



Productivity can increase by **20 to 25%** in companies where employees are connected.

Source: The McKinsey Global Institute



**33%** of employees said a lack of open honest communication has the most negative impact on employee morale.

Source: Accountemps

### Our Approach

With every program we deliver, we believe in measurable results and are committed to maximizing our clients' investments. Our communication programs incorporate a variety of techniques to ensure participant engagement. We use group-led discussions, Socratic methods, hands-on exercises, instructional videos and role-playing throughout our training. We promote collaboration among learners by integrating real-life workplace challenges and problems. Key elements of this program include:



***“One valuable takeaway from the training I use constantly is preparing for a one-on-one or group meeting, thinking about how I will be heard, and how to allow others to contribute. I am constantly reading the room.”***

- Chuck Derickson, Engineering Project Manager, ALOFT AeroArchitects

## Overview of Communication Programs



We provide a variety of unique interactive group training programs and stand-alone sessions tailored to an organization's communication needs. Program sessions are 3-hour, synchronous classes that can be facilitated in person at your office or virtually via Zoom. When held virtually, each 3-hour session is split into two 1.5-hour sessions to optimize participant engagement. Other scheduling logistics, such as session cadence, are determined through collaboration with the client.

## Core Communication Program

Participants will learn the elements of effective communication and understand how to leverage them in their professional and personal lives. This program is a prerequisite for all other communication courses.

Sessions: 7 | Session Length: 3 hours each | Total Training Hours: 21

### • Be a Communication Catalyst

- Understand what it means to "lead yourself."
- Define the mindset of ownership.
- Learn how to own intent, actions and inactions.

### • Mastering Emotional Intelligence

- Evaluate the model of emotional intelligence as described by Daniel Goleman.
- Learn how to boost emotional intelligence in order to be a more effective leader, manager, and team member.
- Lay the foundation for building strong relationships in the workplace.

### • Identify Communication Breakdowns

- Understand the harmful effects of ineffective communication.
- Examine the three common causes of communication breakdowns.
- Learn how to identify breakdowns when they occur in order to be a communication catalyst.

### • Communication Preparation

- Examine the five key considerations used to effectively prepare for a conversation.
- Learn how to tailor your "being" to the situation.
- Understand the difference between giving out information and getting through to someone.

### • 4 Phases of Effective Communication

- Understand the 4Cs: Connect, Communicate, Collaborate and Confirm.
- Master winning techniques to spark successful and positive communications.
- Engage in a role-play conversation.

### • Reframe Your Thinking ("Filters")

- Identify how perceptions, i.e. 'filters, influence thinking.
- Examine how filters affect leadership style.
- Learn a proven process to reframe thinking.
- Set meaningful and measurable communication improvement goals.

### • Capstone & Communication Action Plan

- Review key communication concepts.
- Identify top program takeaways.
- Create an action plan to track progress toward achieving communication improvement goals.

## Navigating Negotiations

Negotiations are not reserved specifically for sales conversations. Negotiations happen all the time throughout the workday, so it is important to know how to navigate these situations skillfully and professionally.

Program Sessions: 4 | Session Length: 3 hours each | Total Training Hours: 12

- **What Is Negotiation?**
  - Define negotiation and understand that everyone negotiates.
  - Navigate a process for effective negotiation.
  - Understand the factors that influence a negotiation.
- **Skills of Effective Negotiators**
  - Examine the skills of effective negotiators.
  - Understand different negotiation styles.
  - Apply skills to negotiate more effectively.
- **Negotiation Techniques**
  - Learn winning techniques to leverage your position.
  - Practice techniques for leading a negotiation with confidence and control.
- **Negotiation Capstone**
  - Put your negotiation learnings into practice through role-playing.
  - Rapidly grow your self-confidence and skills through personalized and actionable feedback.

## Managing Tough Conversations

An online survey reported that 69% of surveyed managers said they were uncomfortable communicating with employees (hbr.org). Yet, conversations and feedback with employees are an integral part of a manager's job. This program helps managers be more mindful and prepare for their next tough conversation.

Program Sessions: 4 | Session Length: 3 hours each | Total Training Hours: 12

- **Employee Conversations**
  - Understand how to show your employees you care through open lines of regular communication.
  - Discover how positive dialogue with employees can positively affect their engagement and efficiency.
- **Employee Reviews & Feedback**
  - Learn how to provide constructive, respectful and honest feedback like a coach.
  - Apply techniques for recognizing and focusing on employee strengths.
- **Salary Conversations**
  - Gain the confidence to engage in open conversations with employees about pay.
  - Examine the steps to initiating salary-related conversations with employees throughout the year.
- **"Clean-Up" Conversations**
  - Learn how to maintain positive relationships with employees through clean-up conversations.
  - Understand the importance of speaking with employees even in uncomfortable situations.

***"Mike and his team provide training and solutions that are business-focused, measurable and effective. After several sessions, you will be fundamentally changed as a leader."***

- Sharon Abrams, Human Resources Manager, Commonwealth Trust

## Additional Sessions

These individual sessions can be facilitated on their own. Clients are encouraged to add this group of sessions to the Core Communication Program to create a more comprehensive communication learning experience for their organization.

Session Length: 3 hours each

- **Temperament Traits**
  - Identify the four different types of temperaments.
  - Examine the different patterns of thinking and communication styles.
  - Learn the best approach for communicating with each temperament.
- **Managing a Tough Conversation**
  - Understand how to diagnose and manage a situation before it intensifies.
  - Learn the steps to navigating tough conversations with or between personnel.
  - Engage in a role-play scenario.
- **Rhetoric**
  - Learn the foundations of the art of persuasive writing and public speaking.
  - Understand the difference between argument and rhetorical technique.
  - Evaluate the strength of an argument.
- **Presenting in Public and at Meetings**
  - Implement best practices for structuring, tailoring, rehearsing and refining your presentation.
  - Develop clear objectives to deliver an effective presentation.
  - Communicate with clarity, confidence and enthusiasm to hold the audience's interest and conclude strongly.
- **Writing**
  - Learn how to effectively communicate with people throughout your organization and externally through well-written memos, emails, texts, letters, etc.
  - Apply best practices to improve your writing skills.
  - Use templates to guide successful written communication in the future.

***“The team gained self-reflection and increased confidence. They were all stronger than they gave themselves credit for. Through the training, they realized that they could survive and even thrive outside of their comfort zone.”***

- Glenn Damanti, Principal, Federated Lighting

## About Us

Established in 2003, Nally Ventures is an entrepreneurial company founded by Mike Nally, a proven leadership coach and real estate developer. We are a results-oriented business committed to providing solutions in order to take organizations and projects to the next level. We provide an array of services that transform executives into world-class leaders, produce a new generation of highly effective managers and team members, and navigate the maze of real estate development. At Nally Ventures, we take tremendous pride in being a team our clients can trust, respect and rely on to foster new growth for their businesses.