

## **Powerful Communication Skills**

### Section A: Introduction

- Tour
- Communication Skills

### Section B: Listening Concepts

- Attending
- Following
- Reflecting
- Listening Skills

### Section C: Communication Methods

- Passive
- Aggressive
- Assertive
- Emotional Control
- Being Effective

### Section D: Basic Communication Skills

- Nonverbal Skills
- Body Language
- Eye Contact
- Public Speaking
- Writing Skills
- Applying Skills

### Section E: Pressurized Situations

- Overview
- Negative Self-talk
- Handling Criticism
- Problem Solving
- Conflict Management

### Section F: Communication Tools

- Charisma
- Technology
- Applying Concepts
- Conclusion

## **Powerful Presentation Skills**

### Section A: Getting Started

- Introduction
- Audiences
- Attention

### Section B: Presentation Style

- Your Personality Type
- Personality Types
- Out of the Gray Zone
- Presentation Flowchart
- 3 Presentation Models
- To Speak or Not to Speak

### Section C: Presenting Your Material

- What Disarms an Audience
- What Arms an Audience
- Rapport
- Exchange of Needs
- Humor
- Interruptions
- NLP

### Section D: Tips & Tactics

- Powerful Negotiation
- Leading a Meeting
- Tips for the Voice

- Fear Factor
- Conclusion

## **How to Supervise People**

### Section A: Leadership

- Supervision & Leadership
- Five Action Steps
- Power Points
- Delegation
- Building Blocks
- The PDCA Cycle
- Value-Added
- Review

### Section B: Managing Your Time

- Take Control
- Time Management
- Stress Management
- Handling New Employees
- Training Employees
- Recognition
- Review

### Section C: Supervisory Success

- PDCA - Management Tool
- Promotions
- Problem Employees
- EEQ/AAR
- Communication
- Meetings
- Presentations
- Review

## **How to Coach an Effective Team**

### Section A: Management Perspectives

- Getting Started
- Paradigm Shift
- Facilitator Comments
- Take the Quiz
- Becoming a Manager
- Organizational Chart
- Model Organization

### Section B: Coaching

- Improving Performance
- Team Stages
- Barriers to Performance
- Clarifying & Probing
- Inspiring
- Motivating

### Section C: Mentoring

- Examples
- Mentoring = Instruction
- Lead by Example
- Need to Mentor
- Mentoring Review
- Empowerment
- Benefits of Mentoring
- Getting Results

#### Section D: Counseling

- When to Counsel
- Confronting
- Respect vs. Like
- How to Confront
- Ways to Get Solutions
- Consequences/Rewards
- Attitude Change
- Facilitator Follow-up

### **How to Handle Conflict & Confrontation**

#### Section A: Handling Conflict

- Introduction
- Positive Effects
- Negative Effects
- Misconceptions
- Reflections

#### Section B: Types of Conflict

- Three Types
- Internal Conflict
- Interpersonal Conflict
- Intergroup Conflict
- Reflections

#### Section C: Stages of Conflict

- Three Stages
- Everyday Concerns
- Significant Challenges
- Overt Battles
- Reflections

#### Section D: Managing Conflict

- Five Styles
- Collaboration
- Obliging
- Dominating
- Avoiding
- Compromising
- Reflections

#### Section E: Maintaining Relationships

- Principles
- Guidelines
- Constructive Confrontation
- Communication Tips

#### Section F: Emotions of Conflict

- Emotional Responses
- Four Questions
- Rejection Response

#### Section G: Responses to Avoid

- Emotional Don'ts
- Closer Look