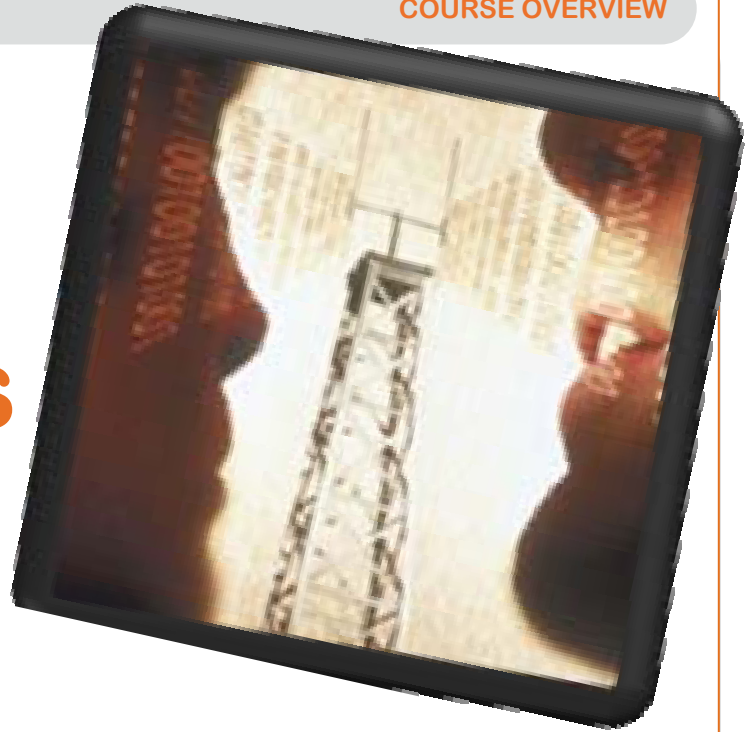


Intentional Communication: TUNE into IDEAS



Do your leaders have so much to do that they send messages **to** people rather than communicate **with** them?

Are your people so **overwhelmed** with emails and meetings that there is little REAL communication?

Are people so **distracted** by piles of work and **stress** that they can not really listen to each other?

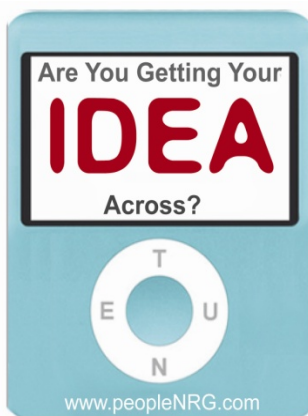
In this **highly interactive and hands on program**, participants will:

- Discover the importance of the speaker and listener both taking 100% responsibility for communication
- Understand 4 key elements of an effective message
- Practice planning, crafting and delivering messages
- Learn when to communicate using email vs. phone vs. face to face
- Review Best Practices for writing, sending, and organizing emails
- Learn techniques for how to tune in to others' messages
- Practice communicating with others by balancing telling and listening



Audience: Leaders and/or Professionals
Length: 1 day program
Format: Activities, lecturettes, and skill practice

Modules: **Activity: Postcards to the Future**
 See what can go wrong in communication



Content: Get your IDEAS across

Taking 100% responsibility for message being received

- Intending to create results
- Designing a message that fits your intentions, including choosing the right method for the communication
- Expressing message clearly and openly
- Assuring that the message is received as intended

Skill Practice: Creating and sending a difficult message

Content: Effective Email

- 4 Considerations before sending Email
- Email Best Practices
- Writing Emails to get Replies

Skill Practice: Cases Studies; Writing Emails

Content: TUNE into Others' IDEAS

- Totally Present
- Understanding Content & Meaning
- Neutralizing Static
- Exploring the other person's point of view

Skill Practice: TUNEing into others' messages

Materials: Reminder Cards and Tailoring Available

