

# Communication Skills

This one-day workshop gives participants the opportunity to learn a common language and set of skills and tools for holding productive conversations with peers and managers that builds mutual understanding and commitment.

## Learning Outcomes

- Experience the ingredients for a meaningful conversation
- Describe the impact of inferences and assumptions on communication
- Identify the common biases that limit understanding and what we can do to overcome them
- Demonstrate the ability to communicate their ideas more effectively
- Listen more intently
- Recognize and adjust to different communication styles to increase mutual understanding

## Program Flow

### Welcome

Introduction  
Learning objectives  
Challenge wall

### Opening Activity

Activity: Listen and Encourage  
Key observations  
Heard or understood (power of two-way)

### Communication Styles

Activity: Color  
Communication Styles  
Backup behaviors

### What Gets In Our Way

Activity: Uncritical Inference Test  
Ladder of inference  
Confirmation bias and discounting  
Enthusiasm for difference  
Balance inquiry / advocacy

### Advocacy Skills

Assessment  
Speaking in threes  
Curse of knowledge  
Use of jargon

### Inquiry Skills

Classic listening skill review  
POV listening practice – listening when it gets most

### Accelerating Understanding

In the current environment  
Activity: Go Figure

### Workshop Close

Job aid  
Workshop evaluation