



Communication Skills

Languages Offered:

- English
- Spanish

Communication is Key to Your Success

Having communication skills is one of the most important ways to ensure success in the workplace. It requires certain skills to understand the team you work with, and communicating and delegating tasks to ensure the work gets done. Without good communication, nothing gets accomplished!

What will trainees learn?

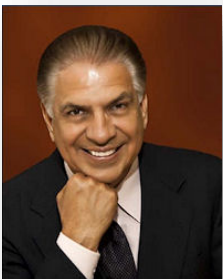
- How to expand your communication skills- employees will learn how to paraphrase, summarize, express feelings, respond non-defensively, ask for clarification, and solicit different views.
- How to tap into your non-verbal expression- eye contact, hand gestures, a relaxed stand, body language, head movements, physical contact.
- How to discover and appeal to a common purpose.
- How to be a good positive communicator.
- How to exude friendliness and encourage an open and honest communication.
- How to demonstrate respect- people will be more open to communicating with you if respect is conveyed and demonstrated for them and their ideas.
- How to pick the right medium of communication.
- How to listen first and often; listen deeply to others.
- How to go in with an open mind; listen and understand the other person's point of view.
- The use of powerful language and how to speak from the heart.
- Nine ways to change people without arousing resentment.
- The 7 Questions to ask, i.e. this is how I see the problem; how do you see it?
- How to determine who owns the problem.
- The 14 Coaching questions that coaches should ask.
- The attitude every leader needs to have.

How will this training benefit your company and employees?

Employees will acquire the skills they need to communicate with their team members. Additionally, they will learn how to get to know their team members and how to delegate work according to their skills. All while comprehending that communicating in an effective manner is key to accomplishing a team goal.

This training can be conducted for 8 hours or more. Onsite training may be customized to meet your business needs.

About Frank Ortiz



Frank Ortiz teaches and trains at the San Bernardino Community College District. He has experience in motivating and inspiring people in businesses, schools, senior facilities and small groups. He is an expert in Leadership, Communication Skills, Team Building, Supervisory Skills, and Business Strategies. In addition to his training, Frank has personally experienced a variety of management positions in his lifetime. Starting from the bottom to the top where he worked as the Vice-President of a large corporation to the CEO of his own retail chain of 14 stores. He has dedicated the last eight years strictly to his speaking career helping others achieve their goals and dreams.