



Effective Communication

Languages Offered:

English

Spanish

Critical Conversations in the Workplace

This learning experience will equip front-line leaders with the essential communication skills and strategies needed to have critical workplace conversations.

A critical conversation is talking with a person about a missed deadline, lack of accountability, managing conflict, policy violation, delivering bad news, apologizing, and so many others. These conversations can be awkward, yet they are necessary for workplace productivity and helping individuals to grow.

These conversations are necessary for healthy and productive workplaces.

This training will use interactive exercises, small group talks, role play, individual assessments, and study body language to develop the ability to communicate effectively with others.

Trainees will learn:

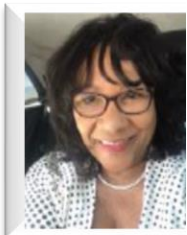
- Intermediate communication skills needed to lead a fast-paced work team.
- Factors that define critical conversations in the workplace.
- 7 tips for delivering an effective and sincere apology.
- How to respond when receiving an apology.
- Ways to project a positive image of self-confidence, professionalism, and competency.
- How body language conveys secret communication messages.
- Four behavioral styles DISC to improve workplace communication.

How this training will benefit your company and employees:

Front line leaders will possess the communication skills necessary to lead with confidence, foster collaboration, and achieve organizational success.

Hours: 8 or more. Onsite training may be customized to meet your business needs.

About Trainer Name: Sophia Brooks



Sophia is a retired business owner, author, speaker, and subject matter expert. She held international management positions in two global Fortune 500 Corporations serving as Manager of Training & Development and Director of Employee Benefits Worldwide.

She volunteers with the Valley Restart Shelter and Corona Chamber of Commerce. She enjoys walking her two dogs, going to the ocean, entertaining family and friends, and riding her blue bike.