



COMMUNICATE TO COLLABORATE: *Active Listening for High-performing Teams*

Why join the virtual workshop?

At the core of leadership and conflict management is communication.

Good communication skills are integral in ensuring that teams run smoothly and conflict is neutralized. Whether verbal, written, or non-verbal, people need to know the norms within organizations. The goal of effective communication is to achieve common ground.

In this fast pace of technological innovation, multiple communication channels are available to us. Corporate communications are confronted with various touch points for its employees and customers but are still having challenges being understood.

This program aids in helping companies to achieve communicative goals – seeking to be understood, communicating with empathy, and active listening.

Course Outline:

- **Communication – its definition, importance, and goals**
- **Communicative goals - To be understood and to understand**
 - SMCRE Model of Communication
 - Common Causes of Misunderstanding
 - Cultural Differences
 - Secrets of Pre-suasion and Persuasion
 - Two-step Flow Model of Communication
 - Elaboration Likelihood Model – Peripheral and Central Route of Communication
 - Two-step Flow
- **Communication Channels**
 - The concept of Media Richness
 - Dimensions of the Different Communication Channels
 - Affordances and Limitations of New Media
- **Communicating with Empathy and Active Listening**
 - Definition and importance of Empathy
 - Strategies to show empathy
 - Definition of Active Listening
 - Strategies to show active listening



ASK US about the details of this online course!

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