

Communicating for Success

Train-the-Trainer

Purpose: It is often said, communication is one of our greatest challenges as humans. Establishing a firm foundation of effective communication is vital to a successful, empowered team. Communicating for Success is a train-the-trainer class to equip in-house trainers with the skills and resources to teach the art of communication to all team members in five modules.



OVERVIEW

Communicating for Success is a train-the-trainer session to equip in-house trainers to teach a five module course which can be taught over the course of several weeks or in one 5.5 hour class. The modules explore the foundation for effective communication, skill-building for active listeners, how to speak and make requests, and assertive, but not aggressive, communication as a teambuilding must-have. This class is recommended for long-term care organizations interested in strengthening communication among their team. Highly engaging exercises apply communication skills and attitudes to the workplace environment.



SESSION GOALS

- Identify the primary components of intentional communication.
- Develop a strategy for open and attentive listening to counteract internal listening blocks.
- Combine effective techniques and shifted attitudes of listening for positive peer interactions.
- Compose requests, offer feedback, or persuade someone to take action using the best strategies of presenting an issue.
- Illustrate strategies for assertive communication.



WHAT PEOPLE ARE SAYING

- “ *The educator materials are laid out in an easy to follow structure.* ”
- “ *I believe that Communicating for Success creates a foundation for trainees to understand their communication style in order to strive for a more collaborative team atmosphere.* ”
- “ *The feedback from this class gives me hope that our organization can make the changes we need from the ground up.* ”



DETAILS

- Taught virtually over two half-day sessions
- Pre and post work for trainers is provided.
- Each participant receives:
 - Facilitator guide with detailed teaching instructions
 - PowerPoint slides
 - Learner Guide Packet
 - Communication poster templates
- \$2500 for up to four participants per organization



AUDIENCE

- Recommended for long-term care communities.
- It is recommended that each organization has up to four Communicating for Success trainers.