

Problem Solving Communication Skills

Proven Ways to Improve Performance and Solve Problems

Description:

People thrive in organizations where communication is clear, direct, and honest, yet sitting down and talking face-to-face to effectively solve problems is the business tool we need most and are trained in the least. This program can give you an edge.

At *Problem Solving Communication Skills*, you will learn how to approach others about issues in a way that minimizes accusations, hostility and defensiveness. You'll be equipped to better understand the other person, avoid giving gratuitous advice, and help them develop "ownership" of their own problems. You'll be much more effective at uncovering buried issues, opening them up for discussion, and more importantly, bringing about resolution.

And since there's more to problem solving than just effective talking skills, this seminar also teaches effective listening skills. You'll leave this workshop better able to solve problems, counsel others, confront difficult situations, and manage criticism and conflict while still maintaining good working relationships, especially where you have accountability but not responsibility.

Key Topics:

- Solve problems and fix mistakes without blaming or accusing.
- Confront others in a way that is future and change oriented, and gets results.
- Stop using well intentioned but ultimately ineffective communication techniques.
- Help others develop "ownership" of their own problems.
- Save time during information gathering and problem solving.
- Give negative feedback in a positive way.
- Receive criticism – without getting hooked.
- Approach others about "problem behavior"...in a way that minimizes accusations, hostility and defensiveness.
- Learn and practice five ways of improving your listening skills.
- Avoid the barriers to effective listening that prevent you from getting a true or complete picture.
- Prevent misunderstandings that waste time, money and effort.

Audience:

The ability to talk through misunderstandings, mistakes, problems and criticism is a valuable skill for everyone; team leader and team member alike. All individual contributors, new managers, team leaders and project leaders, should attend, along with experienced managers with little or no formal managerial training.

"Excellent. I found it very helpful. Good combination of lecture, audience participation, and role playing. An eye-opening training session."

Dorothy Blaheslee, Supervisory Computer Specialist, NIST

PROBLEM SOLVING COMMUNICATION SKILLS

Program Overview:

All of us know how important it is to communicate effectively, yet we seldom have the time to focus on the specific communication skills that can help us solve problems while we maintain respect and accountability.

In this 1-day workshop, you will learn how to approach others about issues and opportunities in a way that minimizes accusations, hostility and defensiveness. You'll be equipped to better understand the other person, avoid giving gratuitous advice, and help *them* develop "ownership" of their own problems. You'll be much more effective at uncovering buried issues, opening them up for discussion, and more importantly, bringing about resolution.

And, since there's more to problem solving than just effective *talking* skills, the seminar also teaches effective *listening* skills. You'll leave this workshop better able to solve problems, counsel others, confront difficult situations, and manage criticism and conflict while still maintaining good working relationships.

What Will You Learn?

- Solve problems and fix mistakes without blaming or accusing.
- Learn and practice five ways of improving your listening skills.
- Stop using well intentioned but ultimately ineffective communication techniques.
- Help others develop "ownership" of their own problems .
- Approach others about "problem behavior" . . . in a way that minimizes accusations, hostility and defensiveness.
- Learn to confront others in a way that is future and change oriented, and gets results.

WORKSHOP OUTLINE

BREAK-THROUGH THE BARRIERS TO EFFECTIVE COMMUNICATION

- Values and assumptions to make this workshop work for you.
- Exercise: Aids and hindrances to getting your message across.
- The four part model for all effective communication.
- How to build trust and rapport.
- Three perquisites for better communication:
 - ✓ Pacing
 - ✓ Backtracking
 - ✓ Clarifying
- Skills practice with partner.

LEARN TO USE YOUR COMMUNICATION STYLE TO SOLVE PROBLEMS

- Using the Communication Skills Profile to assess your own communication style.
- Identifying the dominate style of the other person.
- Strengths and weaknesses of each communication style.

BECOME A BETTER LISTENER

- Probes and open ended questions.
- I messages - They're not as easy as you think.
- Using reflecting statements to build rapport.
- Ten common communication mistakes.
- Practice listening and paraphrasing.

HANDLE CONFRONTATION AND CONFLICT

- How your communication style can guarantee conflict.
- Four key elements to successful problem solving confrontation.
- How others react to confrontation and what to do about it.
- Developing ownership of a problem - Getting the other person to take responsibility.

PUT IT ALL TOGETHER

- Exercise: Practice difficult situations in subgroups.
- Review strategies.
- How to's for handling specific situations.

MAKE A COMMITMENT

- Maintaining your momentum - Suggestions for common problem situations.
- Recommended reading to reinforce what you've learned.
- Feedback, review and wrap-up.