

Effective Project Communication

Improve performance through skilled communication



Overview

The workshop examines how thinking preferences affect behaviours in problem solving, team working and communication. Participants will explore how their behaviour affects their personal and team performance styles. Personal coaching is provided to help participants understand how they can improve their communication.

Participants are encouraged to improve their communication and team working skills based on an understanding of different audiences and their preferences. Participants will be able to reconsider their purpose and methods of communication.

A one-day professional development workshop focusing on improving project performance through better communication.

Objectives

Valuing differences

- To improve performance based on an understanding of different audiences and their communication style preferences
- To explore valuing difference in people's preferred thinking, behaviour and communication styles

Communication models

- Understand key theoretical models and principles of effective communication
- Adapt your own style and response to suit different people and situations

Project communication

- Essential elements of a project communication strategy
- Quick check of project communiqués

Managing challenging communication

- Appreciate choices of behaviour in managing conflict
- Manage effective communication on the telephone and face-to-face with colleagues and customers

Team communication

- Encourage the belief that personal and team effectiveness are within the power and responsibility of the individual
- Encourage a collective approach to the challenges facing the team
- Agree principles and approaches for internal and external team communication

Workshop Options

You can tailor this workshop to meet your needs

Additional modules, delivered as an integral part of the workshop, include:

- Stephen Covey's Seven Habits of Highly Effective People
- Steve Clarke's Discovering your Authority through the Power of your Natural Voice
- Katzenbach and Smith's Wisdom of Teams: developing an effective team
- Jay Conger's Developing Persuasion Skills

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Who Should Attend?

The event is suitable for anyone leading or working in a project environment that wants to improve their internal and external communication regardless of their experience, position, grade and professional discipline.



Facilitator

The workshop will be facilitated by Steve Clarke who has led major business change programmes, and has extensive experience of programme, project and process management.

Content

Understanding communication preferences

- Introducing a key communication model
- Understanding personal communication styles and their impact
- Individual communication preferences
- Exploring communication process models
- Working with others and changing our perceptions

Negotiation and conflict

- Valuing difference, negotiation and conflict management
- Assessing communication preferences
- Conflict management (conflict, dispute and disagreement as part of life)

Communicating with customers and suppliers

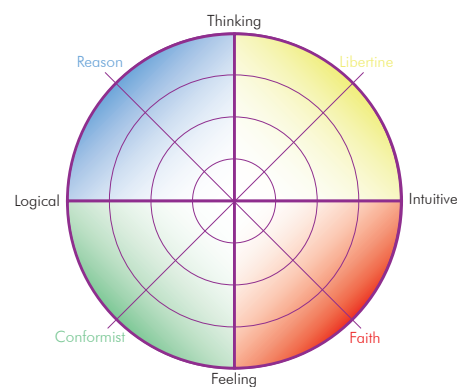
- Managing behaviour
- Levels of listening
- Agreeing requirements and performance levels

Team communication

- Team communication preferences
- Team performance and ways of functioning
- Creative team effectiveness and the team performance curve
- Building team brain power

Improving performance

- Identify different leadership styles
- Different management approaches
- Identify tasks to improve the effectiveness of communication
- Develop a timeline to undertake tasks, and agree next actions



Approach

The one-day workshop focuses on the communications challenges facing project team by using key communication models, personal feedback and discussion.

Before the workshop, participants will complete a straightforward, confidential and accessible self-assessment tool that reveals

their own thinking, communication and problem solving preferences.

This workshop can be run as part of an in-house corporate programme.