

## Communication: Is the Message Heard and Understood?

*Communication failures can lead to misunderstandings, rework, and unnecessary delays.*

*Individuals must actively process messages to fully understand them.*



### Course Summary

Understand communication and its barriers, along with the elements of effective communication.

### Target Audience(s)

- Entry
- Mid-Level

## Course Description

An inability to clearly communicate a message can lead to confusion and unnecessary rework. Using an active communication process can lead to improved message delivery. Communication is a skill that should be developed for effective information exchange. This session addresses the challenges and components of communication, along with strategies to prevent messages from being lost due to noise.

### Learning Objectives

- Define communication
- Identify communication challenges
- Understand the reasons for communication
- Distinguish between 'hearing' versus 'listening'
- Review communication strategies
- Detail essential elements of effective communication
- Identify communication obstacles
- Define 'active listening' and its elements
- Define 'predatory listening' and its elements
- Review the components of effective communication

### Questions Covered

- Why is communication important?
- What are communication challenges?
- What is effective communication?
- What are communication strategies?
- What are the components of communication?
- What are the impacts of not having effective communication skills?
- How can an individual develop communication skills?
- Why might effective communication skills be an effective tool to achieve success?

## About Beyond SPRH, LLC

Beyond SPRH, LLC is an innovative, solution-oriented, and dynamic service provider, which delivers customer focused, creative, and quality services without a significant cost investment. Beyond SPRH helps individuals and organizations maximize output potential. Beyond SPRH's goal is to deliver quality services with minimal time, effort, and cost with an objective of highly satisfied customers and measurable performance outcomes.

**Vision:** Become an industry leader that provides cost effective training, publishing, and consulting services that aid in individual and organizational development at a reasonable cost.

**Mission:** Deliver quality, cost effective, and customer focused solutions, which help individuals and organizations to deliver superior performance.