

Communication

Communicating To Achieve Competitive Advantage

Communication is a basic skill that involves more than just talking or listening. While many people take communication for granted, most of us can improve our skills in this area. Communication affects every area of performance and consequently the organizations bottom line. Participants will explore the communications process and learn to distinguish between hearing and listening. Biases, emotions, personal agendas, different assumptions and poor listening skills are a few of the many barriers to effective communication that will be used. Personal Listening Profile[®] may be used.