

“Man, know  
thyself.”  
-Oracle at Delphi

“Oh would  
some Power  
give us the gift  
to see ourselves  
as others see  
us!”  
-Robert Burns

## Improving Communication

### Purpose

To gain a deeper understanding of why people behave the way they do and how you can adjust your own style in order to make your communication most impactful.

### Objectives

Participants completing *Improving Communication* will be able to

- Build more productive interpersonal, team and customer relationships
- Recognize and understand four general styles of behavior in the workplace
- Examine their own behavioral style to be more conscious of personal motivators and fears
- Be able to quickly read people in order to predict future behavior, attitudes and points of view
- See the strengths of all behavioral styles
- Develop specific communication strategies that build a culture of alliance and collaboration
- Reduce interdepartmental or familial strife
- Become less judgmental and more tolerant of others' modes of communication and behavioral styles
- Plan for improving your ability to be flexible with others
- Become more influential

### The Training

Classroom Format 4 hours

Supported by realistic video, PowerPoint and participant workbooks

Fast paced and interactive

Online DiSC Behavioral Styles personal report completed as pre-work

