

MANAGEMENT DEVELOPMENT WORKSHOPS

Core Communication Skills

Today we operate in a world of more complex jobs, greater exchange of information and ideas, the gradual replacement of position power with influencing, and the rise of the team approach. The ability to relate to other people has never been more critical to our success. And what is the foundation of that ability? The skill set of communications.

Mastery in any field comes from working the fundamentals. Of all the subjects one could study, this one is most naturally learned by doing. Therefore this workshop is an extremely interactive one. It treats the interpersonal communication process as a feedback loop system between two parties. Emphasis is placed on our non-verbal messages.

The program presents communication as the transmission of understanding upon which the "best" actions and decisions can then be based-to generate the results desired.

POINTS REGARDING THIS PROGRAM...

- Target audience is individual contributors who must build strong working relationships with others in order to succeed in their own job.

WHAT PARTICIPANTS WILL LEARN...

- How humans communicate-non-verbally
- Effective use of questions
- Active listening
- Understanding the role perception plays in our interpersonal communications
- How to be clear in what you say
- How to deliver positive and corrective feedback
- How to say and "own" what you truly mean to say
- Checking for understanding that your message was received



"Thank you for an excellent job of identifying our needs and focusing the discussion on those areas. The course was relevant to the work environment and you were understanding and sensitive to the challenges being faced by the Communications Officers in their work place."

Marilyn Rundle, Division Chief Communications, Brampton Fire and Emergency Services

SAMPLE OF CLIENTS SERVED:

- AGF Funds Inc.
- Bank of Nova Scotia
- BEP International (reinsurance brokers)
- Canadian Imperial Bank of Commerce
- Capital One Financial Corporation
- Citigroup
- Credit Suisse Canada
- Credit Union Central of Ontario
- Deloitte & Touche
- Fannie Mae
- First City Trust
- MBNA America Bank
- North American Life Assurance Company
- Platt's (Standard & Poor's)
- The Prudential Insurance Company of America
- The Royal Bank of Canada
- The Universal Group of Funds
- Visa Canada Association
- William M. Mercer Limited

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS LEVERAGE THE TALENTS OF THEIR MANAGERS AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



IAN IS AN EXPERIENCED PRESENTER, GROUP FACILITATOR AND EXECUTIVE COACH.

Through his keynote presentations, highly interactive workshops, and custom-designed team-building practice, he helps his clients leverage their investment in their managers and teams.

He works primarily with managers, mid-level to executive. His programs introduce cutting-edge skills and concepts around transforming managers and supervisors into leaders and fostering superior team performance

Ian began his independent practice in 1988, following seventeen years of corporate experience in both the high tech manufacturing and transportation industries.



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