

Effective
Communication
Workshop



Karen Ferris

Organizational success is now reliant on extensive collaboration, engagement, problem solving, creativity, experimentation and innovation.

All enabled through effective

The facilitator

I am an organisational change management rebel with a cause!

Enjoying challenging the status quo I drive new ways of working along with new ways of thinking.

I have authored four books on organisational change management.

My two recent publications “Unleash the Resiliator Within” provide individuals and leaders with twenty superpowers to be resilient in the face of constant and uncertain change.

I am an author, speaker, coach, mentor, facilitator and trainer, with the desire to make a difference.

I am passionate about enabling individuals to be resilient and thrive in a rapidly changing and ambiguous world. I am pragmatic in my approach.

We have to stop talking about managing resistance to change and start building resilience in the face of it.

It is time to bounce forward – not back.

The need

In today’s highly connected environment, the amount of communication taking place has exploded.

Organizational success is now reliant on extensive collaboration, engagement, problem solving, experimentation, creativity and innovation.

This is enabled through effective communication.

The outcome

This workshop helps everyone communicate in an appropriate manner given the context in which they are operating and with whom they are engaging.

Everyone is enabled to determine the effectiveness of their communication.

Vital communication techniques such as active listening, questioning and empathy are key learnings.

The content

- Communication process and methods
- Barriers to communication
- Key principles of effective communication

- Planning your communication
- Communication techniques such as active listening, questioning, and empathy
- Dealing with communication differences and styles
- Challenging conversations/conflict resolution strategies/giving and receiving feedback
- Testing communication approaches
- Validating communication effectiveness

The duration

The workshop is 1-day in duration and can be run in-house at your facilities.

The workshop can also be broken into modules and delivered virtually in a format that suits your needs.

The numbers

The workshop is limited to 16 attendees.

The options

The workshop can be customized to your specific needs and desired outcomes.

It can focus on either written or verbal communication, or both depending on your needs.

The next step

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