

IMPROVING COMMUNICATION SKILLS

A TWO-DAY INTENSIVE WORKSHOP FOR THE IRONWORKING INDUSTRY

Bert Royer

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March 12 - 13, 2019

(8:00am - 4:00pm EDT)

Iron Workers Local 721 909
Kipling Avenue
Etobicoke, Ontario M8Z 5H3

Contact Bert Royer to Register

You will learn...

- How to improve the odds that your message will be received as intended
- Proven communication tools that will enhance your personal communications skills
- Approaches for better understanding verbal and non-verbal communications
- How to use different communication styles and approaches to match the unique situation

Suggested Attendees

This course is intended for business unit leaders, marketing and sales personnel, field leaders and others in a customer facing role in your organization.

Module 1 – Communication Overview and Interpretation

- Learn the communication process and how to use it to impact others
- Understand how listening is an essential part of leadership
- Tips for recognizing non-verbal communication in yourself and others
- Interpreting how those you lead need and offer communication

Module 2 – Developing a Powerful Message

- Seeing the reality of what people receive in your communication
- Structuring your message for maximum impact
- Making sure that what you want gets done
- Responding well to hostile questions

Module 3 – Communication Methods and Mastery

- Learning which methods work in each situation
- Discussing the benefits and limits of each method of communication
- Recognizing the importance of visual communication in today's world
- Practicing each method for maximum effectiveness

Module 4 – Practical Skills for Presenting Your Message

- Communicating effectively when the pressure is on
- Using the five skills of effective presenters in every communication
- Making sure to check that those with whom you communicate are understanding
- The importance of engagement in our A.D.D. world

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PROGRAM OUTLINE (CONTINUED)

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Module 5 – Improving Your Listening Skills

- The importance in leadership and overall communications.
- Assess your listening effectiveness.
- Overcome barriers to effective listening.
- Recognize non-verbal signals.
- Read and respond to the other's projected attitude.
- Develop a strategy for successful listening.

Module 6 – Behavioral Analysis: Personal Profile System

- Assess your own preferred behavioral and communication style.
- Recognize different styles and preferences in others.
- Communicate more effectively with each behavioral style.
- Learn to keep the lines of communication open.

Module 7 – Adapting Your Behavior to Fit the Situation

- Behavioral principles to help you improve the outcome of your communications.
- Communicating to different personality types.
- Minimizing the negative – downplaying traits that hinder your success.
- Your style and their style: using the Personal Profile System to enhance results.



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Ironworkers Local 721 Regional Training Centre

909 Kipling Avenue

Toronto, Ontario

Name: _____

Local Union: _____ / Company _____

Membership Number:(If applicable) _____

Mailing Address: _____

Phone: _____

Email: _____

Please complete the registration form and return to Bert Royer via email: broyer@impact-net.org
Any questions, please email or call: 306 536 0442