

Enhancing Team Quality Through Effective Communication

Briefing

To stay ahead of the competition and increase market share, we are required to develop close relationships with our customers and with associates in our own organization. Each interaction we have must enhance the working relationship. The foundation of every interaction, as well as the future for company and personal growth, is effective communication.

Removing hierarchy and adding just-in-time practices has improved profits and productivity. Making full use of the human resources of your company through team building has further increased margins and quality. But how does your company make the next step? The global marketplace has opened the doors to enormous possibilities, but only if the power of the team can be enhanced.

Take your team to the next level:

- Enhance your role as the team leader
- Improve your current communication skills with a few key adjustments
- Move from passive to Directed Communication™
- Use questions to empower your team to perpetual improvement
- Quantify objectives and convert them to measurable activities

You can enhance team quality with your communication skills:

You'll learn ways to...

- Effectively deal with conflict
- Learn the triggers that motivate your team members
- Communicate clearly and with purpose

Only if all levels of an organization enhance their communication skills and bring effective team communication skills to its people can a company as a whole gain the necessary insights into the rapidly shifting markets facing them. Enhance your own communication and you will positively impact the team, moving everyone to the next level.

You and your people will learn powerful new ways to....

- 1. Redefine your objectives to get everyone on track.**
Clarify areas of need and issues that need resolution.
- 2. Repair relationships and rebuild new levels of trust.**
Strengthen relationships with everyone on the team and reduce the infighting bred by competition.
- 3. Recapture the enthusiasm the team needs to succeed.**
Capture the spirit of your team's best moments and share it with everyone involved.



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Outline

Enhancing your role as the team leader

- Redefine your position for more effective leadership
- Build stronger relationships with your team members
- Clarify objectives in their mind
- Help team members grow

Understanding the decision making process

- Understand the driving values of decisions
- Discover rapid methods of determining values
- Learn to link values to planned objectives
- Create motivation by linking to their decision making process
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Enhancing relationships with Directed Communication™

- Learn a simple process for understanding the communication process
- Learn to prepare for interactions through Directed Communication™
- Increase your discovery process through more effective evaluation

Using connecting statements to maintain a positive focus with difficult issues

- Master the subtle communication nuances
- Build negotiation skills into your communication
- 5 communication skills of the communication masters
- Learn the recovery steps that get everyone refocused on the real issues

Using active listening skills to build teams

- Power listening skills
- Establishing meeting protocol that maximizes input
- Hearing what needs to be heard

Building questions to enhance commitment levels and creativity

- Discovering the key to asking the right questions
- Growing the team through questions
- Building enthusiasm for success through questions
- Gaining success through the right questions at the right time

Excellence beyond expectations!



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