

DEVELOPING YOUR COMMUNICATION QUOTIENT (CQ)

EFFECTIVE WORKPLACE COMMUNICATION

WITH CRAIG HARRISON

Communication takes many forms.

In a typical work day you may communicate with customers, clients, co-workers (including superiors, subordinates and colleagues), vendors and city, state and federal representatives. Do you communicate with interns or volunteers? On occasion you're also speaking with the media: members of your association or even competitors. How well are you communicating with each?



Each form of communication draws on different skills, each requires different approaches and sometimes even a different lexicon. Forget GQ! These days it's your CQ that matters...your Communication Quotient.



Learning Objectives



- ▶ Develop techniques for delivering an effective report in a meeting
- ▶ Elicit co-worker support for a project by speaking the language of benefits; learn how to make "the ask"
- ▶ Learn to speak one-on-one with a co-worker regarding a problem
- ▶ Build and motivate a work team
- ▶ Learn the ABC's of written communication
- ▶ Handle difficult questions and difficult questioners
- ▶ Discover how to give instructions that can't be misunderstood
- ▶ Master the apology and the recovery



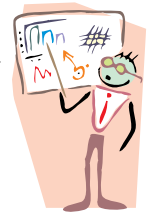
How The Presentation Is Delivered

Definitions, positive and negative anecdotal case studies, illuminating role playing activities and a practical question & answer session all help attendees DEVELOP THEIR COMMUNICATION QUOTIENT.



About Your Presenter

Craig Harrison writes, trains, coaches and speaks about communication and its vital role in professional success. His articles have appeared in the *San Francisco Chronicle*, he has been profiled by *The Wall Street Journal*, and interviewed by 60 MINUTES, BBC RADIO, *Selling Power* and *Business Week* magazines. Craig has trained corporate, academic and non-profit groups to communicate with clarity and confidence. As 2004-05 president of the NATIONAL SPEAKERS ASSOCIATION's Northern California chapter, a past president of the INTERNATIONAL CUSTOMER SERVICE ASSOC. (SF-Silicon Valley chapter), and past District Governor for TOASTMASTERS INTERNATIONAL, Craig has helped thousands improve their communication skills.



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