



Schulich
School of Business
Executive Education Centre

Redesigned
to deliver even
more value in an
**engaging and
interactive online
format!**



Online
Virtual
Classroom

**Register for
the Upcoming
Session.**

Please see website for
upcoming session dates.

Certificate in Critical Communication Skills

Develop the skills and confidence to communicate more effectively and be more persuasive in any situation, written or spoken.

Our Participants Say it Best:

"What an incredible experience, thought provoking and an opportunity to reflect on how I can improve my connections at all levels."

Margaret Adaniel,
Head of Marketing,
Insurance and
Investments,
RBC

"This program has provided me with insights that will help me communicate more clear messages to not only my co-workers, customers but in every day conversations. It has been a very worthwhile week."

Jane Fleming,
Marketing
Communications
Manager,
Brady Canada

"This course was carefully designed and presented excellently by the facilitator. Through the knowledge, I have been exposed to new techniques of enhancing communication at work. This course was worth it."

Ibrahim Buwai,
Principal Manager,
National Pension
Commission

Critical communication skills accelerate career success and are essential to the cohesive and prosperous operation of any organization. With this effective business communication course you will learn to embrace a professional approach to improving your communication style, both written and verbal, and learn to take advantage of the different ways that your communication choices impact colleagues, client and vendor relationships – and your overall professional success.



Register Today / Complete Details

<https://seec.online/13258>



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35 PDU's*

35 CPD

Craft, refine and communicate your business story with impact.

This course will teach you how to become a **more effective leader through business storytelling** – the simple and powerful way to motivate and persuade other people of your ideas, strategies and arguments. You will learn the tools and techniques to help you **find, develop, and deliver stories that get people working together and facilitate the sharing of knowledge**. You will build stronger relationships through communications and engage your listeners to influence the way they view the world. This workshop also teaches you **executive-level facilitation and organizational skills for running and managing great meetings** – meetings that stay on track, engage participants, reduce 'in-fighting' and achieve key deliverables!

Top Take-Aways

1. **Make an impact through your communication:** define and perpetuate your professional brand
2. **Become more assertive** without being intimidating: gain buy-in and create shared meaning systems
3. **Develop active listening skills:** promote better work relationships and manage critical conversations
4. **Anticipate and manage interpersonal conflict:** influence others positively – every time!
5. **Communicate your message to all vested stakeholders:** improve your strategic position in leading others
6. **Discover the value of storytelling as a corporate tool:** effectively master verbal and non-verbal communication
7. **Motivate your listeners** to do what you want, think what you want, and feel as you suggest

Who Should Attend

Working professionals looking to enhance their ability to communicate strong and impactful messages, including:

- Entrepreneurs developing themselves and their businesses
- High-potential supervisors & managers
- Office managers & supervisors
- Training, HR and industrial relations specialists
- Branch managers

Instructor Profile

Diana Kawarsky, MA, CCP, is a senior training & development professional with more than 20 years of experience. A specialist in professional effectiveness and team success who has worked with over 15,000 clients to date, she is an energetic, results-oriented individual, and takes pride in influencing the human side of business.

Overview of Learning

Effective Communication Strategies: Best Practices

- Apply behaviours and techniques that exude self-confidence and esteem to improve your professional image and interactions with others
- Practice and facilitate effective listening and communication

Effective Communication Strategies: Techniques

- Listen more effectively through improved empathetic thinking
- Identify your own personal needs and customize your message to ensure you get what you need from the communication

Assert yourself: Communicating Up, Down and Across your Organization & with all your Clients

- Create mutually beneficial work relationships based on clear expectations and deliverables
- Learn how to give and receive feedback and feedforward insights

Critical Conversations – In Action

- Use specific communication techniques to demonstrate understanding and interest
- Assess and adapt messages to others' communication and learning style preferences

Clear & Concise Business Writing

- Writing skillfully to create strong reader buy-in - every time
- Build a professional image with purpose placement and word choice

Effective Meeting Management

- Professionally lead engaging meetings using 9 team facilitation techniques
- Set clear outcomes with pre-meeting and post-meeting action items

Business Storytelling

- Uncover your stories: create business meanings and your repertoire
- Create and deliver polished business stories for you to use throughout your career

Upcoming Dates:
Please see website.

Registration Fee:
\$4,150 + applicable taxes

Complete registration details:
seec.online/FAQ

Technical Requirements:
seec.online/techreq

Complete Details / Register Today

<https://seec.online/13258>

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