

# Breaking Bad Communication Habits

Has confusion or a lack of clarity ever put you in a bind? Have you ever found yourself having to go back again and again to clarify instructions? Or found that despite your best efforts people just don't seem to understand what you're driving at? You're not alone.

Believe it or not, you're probably making a ton of bad communication mistakes right now. You can't afford to stay stuck in a rut, making the same bad communication mistakes over and over again. And that's exactly why you can't miss this vital career-enhancing good communication vs bad communication training session. Let us help you stop these problems before they start.

Even if you consider yourself a good communicator, you're probably committing some cardinal sins without even realizing it. This good communication vs bad communication workshop helps you identify and eliminate things you're doing wrong that negatively affect your communication. Register for this powerful communication seminar today and start reaping the rewards tomorrow!

## Session 1

### A Communication Refresher: What Message Are You Sending?

- Discuss what makes a good communicator — shared traits among successful communicators
- Understand body language and image and their impact on your message
- Correct five common nonverbal mistakes you may be making
- Are you an inefficient listener? You might not be hearing as much as you think you are
- Develop active listening techniques to ensure you're hearing what is actually being said
- Find out what questions to ask to clarify an unclear message
- Learn why empathy and taking another's point of view into consideration is crucial to understanding

## Session 2

### Eliminating Critical Communication Breakdowns

- Get past the need to be right
- Keep your emotions in check, even when you're close to losing control
- Stop beating around the bush when delivering negative or unpopular messages
- Avoid self-defeating actions, unclear messages, negative language, passive-aggressiveness and other credibility killers
- Project confidence and assertiveness in all your communications
- Know the difference between just sending your message and communicating

## Session 3

### Email and Written Communication Essentials

- Learn the secrets of successful email and other text communication
- Set the right tone in your messages — and make sure you're not being misinterpreted
- Realize that subject lines are headlines: Write effective headers to grab and inform the reader
- Specify the desired response by providing clarity to avoid questions later
- Use formatting tips in your email so that important points stand out

