The Essentials of Communication and Collaboration for Leaders

OVERVIEW

No matter what your job, you need the ability to work effectively with others. And, if you are also able to bring out the best in everyone you work with, the sky's the limit for your success. Top executives repeatedly tell us that the employees who stand out are the ones with great communication and collaboration skills. In fact, most of them rank that capability higher than technical know-how.

In just one day, you'll learn how strengthening your collaboration skills will increase your personal productivity a hundred times over. Learn how to work with people more effectively in all kinds of business circumstances: One-on-one situations … temporary work groups … or even long-term teams.

LEARNING OBJECTIVES

- Instantly establish collaboration and cooperation within even the most dysfunctional work relationships
- Build immediate rapport with co-workers
- Handle the most difficult personalities with calm professionalism
- Identify habits in yourself and others that get in the way of effective collaboration
- Take an active leadership role and get noticed in a positive way

- Discover how to break down barriers and work through differences

COURSE HIGHLIGHTS

Master tools for fostering a collaborative environment

- Keys to effective collaboration: Understanding the ground rules
- What you can do to facilitate the right climate for more effective collaboration
- When you're not the boss: Secrets to succeed when you have the responsibility—but not the authority
- Establish effective collaboration with people who don't want to collaborate

Communication essentials for effective collaboration

- How to persuade and influence others to your way of thinking
- Developing the kind of listening skills that make collaboration possible
- How to hold your tongue, bite your lip and communicate with tact and finesse
- Mistakes that shut down effective communication every time
- How a simple email can unintentionally destroy any chance of collaboration

Building work relationships that kick-start the collaborative process

- Positive behaviors you can use to gain the respect and trust of others

- Secrets for making everyone on the team feel involved and valued in the process
- The classic types of difficult personalities and how to deal with each
- "Bridge building" techniques for working with people you've had trouble with in the past

One-on-one vs. group collaboration: Tactics and techniques for success

- How to create buy-in for your goals and objectives in one-on-one and team settings
- How small group collaborations differ from large group collaborations
- Creating a sense of "all for one and one for all"
- Setting benchmarks and timelines to keep every collaborative project on track

Working through disagreements and conflicts

- Understanding how your actions and behaviors may affect the actions and behaviors of others
- What to do when your priorities clash with your responsibilities
- How to overcome negativity and the "that won't work" mentality
- Knowing when it's time to ask a higher-up to step in and break an impasse—and a couple of tips on how to do it so you get the result you want!

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)