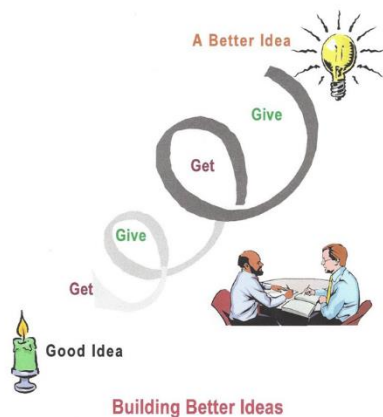


If you experience co-workers not listening to or considering one another's ideas, not understanding the what and why of an idea, not using each other's thoughts to build better solutions, providing feedback that alienates the person, or having your idea stolen; than this course is for you.

### Communication Skills Model



This “Working with Others” course teaches participants how to effectively communicate (either in verbal or written form), create a more positive working relationship with peers, and decrease the waste of rework because we did not truly understand each other.

### Benefits:

- Skills that enable participants to participate in teams effectively and increase their job personal productivity
- Skills that enable participants to lead teams effectively
- Teams increase the effectiveness and efficiency of understanding, analyzing, and building ideas into better solutions
- Improvements efforts are more fun, positive, and productive
- Participants can be more successful in applying solving problems and creating measurable improvements
- Results are improved at a rate greater than in the past

### Course Goal:

Participants will develop additional knowledge and skills in active communication. Education and classroom practice is focused on improving the core skills of:

- Clarifying and confirming the idea for understanding
- Building on the idea for an even better one
- Providing constructive feedback to identify concerns
- Maintaining positive relationships in the team

*“Using these skills resulted in a 20% increased personal productivity”*

### Knowledge and Skills Gained:

- Understand the importance of active communication
- How to get another's point of view; clarifying and confirming techniques

- How to give your view; constructive feedback and building upon other’s ideas techniques

**Time frame:** 2 hour classroom training (tell, show, do, recycle framework; with simulation/role play/application)

**Who Should Participate:**  
Everyone in your organization

*“Working with Others (WVO) skills were extremely important to pull the experiences and ideas from the team. WVO was my best friend.”*

**Agenda:**

1. How to get another’s point of view – Clarifying (Training, Practice)
2. How to get another’s point of view - Confirming (Training, Practice)
3. How to give your view - Constructive feedback (Training, Practice)
4. How to give your view - Building upon other’s ideas (Training, Practice)

This course is offered in conjunction with other Improvement Champion courses so that participants can learn and immediately apply those learnings in an improvement project. See “Foundational Continual Improvement”.

**Next Steps:**


- Practice, practice, practice these techniques in improvement projects, meetings, phone calls and emails
- Become a communications role model
- Learn more about improvement (reading, training, conferences)
- Receive additional improvement training
- Contact us: Continual Impact LLC  
1-877-252-5804  
[www.continualimpact.com](http://www.continualimpact.com)

Getting Another’s Point of View

- Clarifying
- Confirming

Giving Your View

- Constructive Feedback
- Hitchhiking



Understanding BEFORE you react is the key!