
COURSE DESCRIPTION:

This course is an enriching day covering the foundational elements of communication. It will include discussions of one-way and two-way communication, using open-ended questions, identifying red flag words, reading nonverbal signals, using active listening, and adapting your communication delivery to your listener. This class will take your skills in listening and communicating to a new level of success.

This workshop is an optional course for Roads Scholar and is worth six professional development hours.

INSTRUCTOR: JAMES HALE

James Hale is founder and CEO of PathChoices, a firm providing executive business coaching and management training for a wide variety of Fortune 500 companies and non-profit organizations. In the past, he was training manager for the Kentucky Transportation Cabinet, where his team developed a number of highly successful training programs, one of which received a silver AASHTO quality award. He is also a registered geologist, as well as a #1 bestselling author.

AGENDA

Introductions - Overview of What Communication Involves

Ideas of Communication Skills

Break

Two-Way Communication

Communicator Style Analysis with Group Activity

Lunch

Active Listening - How Much Do We Communicate?

Nonverbal Skills

Group Activity, Messaging (Keep it Simple)

Break

Recap of Communication Skills Learned

Video

Group Activity with Verbal and Nonverbal Instructions

Evaluations – Certificates

Adjourn