

communication

FLOW

Communication Flow is a two day learning experience that will help you connect with clarity and purpose for powerful results.



Helping organizations, teams and individuals gain from change
The Adao Institute for Change

Overview

We live in a world that changes constantly and can't keep up with what it needs to know. The flood of information we are expected to manage each day *appears* to connect us to the world in ways we have never been connected before. So why are we sometimes overwhelmed, and why do so many of us feel our message is not being heard?

In reality, technology often hinders effective communication. More importantly, traditional education often overlooks the importance of strong communication skills. Yet surveys have consistently ranked the ability to communicate effectively as the characteristic judged most critical in determining promotability. This seminar will help you strengthen your communication muscles. You will leave with practical tools and new skills so you can immediately focus on clearer, more purposeful communication... for powerful results.

Seminar Agenda

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| Day 1 | 8:00 am—8:30 am | Participant check in |
| | 8:30 am—9:00 am | Set session norms and list participant specific interests |
| | 9:00 am—12:00 pm | Overview of the Communication Flow process |
| | | Connecting and building trust |
| | 12:00 pm— 1:00 pm | Lunch |
| | 1:00 pm— 5:00 pm | Exploring communication channels |
| | | Assessing your impact |
| Recognizing and interpreting miscommunication | | |
| Day 2 | 8:30 am—9:00 am | Group check in & recap of Day 1 |
| | 9:00 am—12:00 pm | Clarifying mutual intent |
| | | Using alternate strategies |
| | 12:00 pm— 1:00 pm | Lunch |
| | 1:00 pm— 4:00 pm | Preparing to communicate |
| | | Tailoring your message to your listener |
| | | Applying skills to reinforce learning |
| 4:00 pm—4:30 pm | Interactive review of key insights and participant specific interests | |

Presentation Style

You will notice a difference in how we share our experience. Adults learn best when fully involved and responsible for their own learning. We therefore provide you with the opportunity to participate in action learning: an interactive, engaging, and fun method of idea exchange and skills development. You will learn not only from your seminar leaders, you will learn from the shared experiences of others in your group.

Finally, we don't just pack up our bags and head for the hills! In the one month following your seminar, you are invited to contact Anne or Eric via phone or email with any questions, queries, or posers. This can help you to clarify, reinforce, and especially to fully apply the skills you learned during the seminar. The bottom line: great skills locked in your head won't advance your career or your business— skills in action will!

“Thank you so much for letting me know about your Communication Flow Seminar. It was great! Your approach created a smooth and logical flow that left us with a feeling we had learned something we could use right away!”

Clarise Chauvin

Controller

Stonetechnique Enterprises Inc.

“Outstanding! Very well thought out, organized and articulated. Valuable exercise and handout materials. I especially valued the attention given to individual specific concerns and areas of interest.”

Susan Barak,

Program Manager, Focus

York Region District

Schoolboard

“I enjoyed all of the information. I am leaving here with a lot more confidence and knowledge on how to handle my communication situations.”

Aivars Koskins

Project Manager

Priestly Contracting Ltd.