



Employee Development Webinar Series

March 3, 17, 31 | 10:00am-12:00pm

Communication

Session 1: Communicating in a Low/No Contact Environment *(March 3, 2021)*

Those of us who love being with people have struggled this past year. Communicating remotely just isn't the same as in person. This session will help participants realize many of the basic communication skills apply whether we are in person or virtual and real connections CAN be made. You will learn:

- The most important skills to practice for clear and effective communication
- How to make real connections virtually
- How to keep your audience engaged whether it is 1 person or 100
- 10 tips for low/no contact communication

Session 2: Confident Communication *(March 17, 2021)*

Effective communication is not an innate skill for most, but it can be learned! This session highlights the key communications skills to help you be more productive and less stressed. You will have the opportunity to practice as you learn and apply your new skills immediately. You will learn:

- The mindset of effective communicators
- 10 essential communication skills
- How to become a better listener
- Why empathy matters

Session 3: Connect Through Conversations (DDI*) *(March 31, 2021)*

This course highlights to leaders that engaging the "head"—the business outcome of the conversation—is just as critical as recognizing and addressing the "heart"—people's feelings such as being respected or appreciated. Leaders will recognize the role of emotional intelligence in success as a leader as they develop foundational leadership skills that apply to the wide range of workplace situations they must handle. Helps leaders:

- Conduct conversations that achieve the intended business goals.
- Communicate and respond in ways that meet the unique personal needs of team members and others.
- Recognize and react to emotions (their own and others') present in work situations.
- Use a technique to provide meaningful, supportive feedback.

*Content from Development Dimensions International (DDI), an international human resources and leadership development firm.

Instructor: Lisa Pustelak, NWIRC Employee Development Specialist

Lisa is an Employee Development Specialist and Strategic Business Advisor for NWIRC and previous founder and CEO of LEDGE Enterprises, LLC. She is a Certified DDI Facilitator.



Webinar Series - \$99

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**For more information or to register: www.nwirc.org/events
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