



## Communication Effectiveness Observation Worksheet

Examine the effectiveness of your organization's communication using this brief checklist.

	Often	Sometimes	Never
1. Confusion is apparent watching people's actions after receiving direction from their manager	___	___	___
2. Managers send mixed messages	___	___	___
3. Manager undercommunicates, keeps people in the dark	___	___	___
4. Manager complains that people "just aren't getting it"	___	___	___
5. You hear people saying, "Didn't you get the Email?" or "I told you that already"	___	___	___
6. Manager uses only his primary communication preference, does not adapt to styles of others	___	___	___
7. People copy everyone on emails without a good reason	___	___	___
8. There is evidence of assumptions being made	___	___	___
9. People do not give their full attention to others when communicating	___	___	___
10. Leaders do not choose the right time and place for their communication	___	___	___

Rest easy, no matter how many of the destructive behaviors are being practiced in your organization, there is hope. Give us a call, or send an email to explore the possibilities for creating a more professional, proactive and consistent leadership team in your organization. Contact Greg Schinkel at (800)622-6437, (519)685-2116 or email [gschinkel@uniquedevelopment.com](mailto:gschinkel@uniquedevelopment.com).



## **Three Solutions to Improve Communication Skills**

(800)622-6437 or (519)685-2116 or [info@uniquedevelopment.com](mailto:info@uniquedevelopment.com)

### **1. Communicating Effectiveness Workshop**

This 3-hour module is part of our leadership training program for managers, supervisors, team leaders and lead hands. It can be delivered on its own or as part of a larger course.

- Three levels of communication
- Verbal and written communication, using the most appropriate medium
- Effective written communication
- Using words, tone and body language to ensure quality of communication
- Five step verbal communication process
- Listening skills

### **2. Persuasion Dynamics Workshop**

This full-day workshop is for managers and key employees who have mastered the basic of communication and want to deepen their communication skills by understanding how to communicate at a subconscious level to persuade and influence people.

- Understanding the power of the subconscious mind and the building blocks of persuasion
- How to create intense physiological rapport with everyone you meet
- Adapting to three processing styles – kinesthetic, auditory and visual
- Using tonality, and inflection to get greater buy-in
- Three ways to handle objections and concerns
- How to uncover a person's values and use those values as a framework for greater buy in

Course Outline:

[http://www.uniquedevelopment.com/pdf/Persuasion\\_Dynamics.pdf](http://www.uniquedevelopment.com/pdf/Persuasion_Dynamics.pdf)

### **3. Coaching for Leaders**

A highly effective method for improving the leadership and communication skills of managers is to offer them one-on-one coaching. The process includes an assessment and then a series of 2-hour coaching sessions aimed directly at modifying the behaviors they most need to change to achieve their full potential.

Here is an outline of the coaching process:

[http://www.uniquedevelopment.com/pdf/UTDI\\_Individual\\_Coaching.pdf](http://www.uniquedevelopment.com/pdf/UTDI_Individual_Coaching.pdf)