Communicating with Impact  
(formerly Interactions Skills for Success)

Overview
This foundational course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results.

Target Audience
All staff members

Learning Objectives
By the end of the workshop, participants will be able to:

- Recognize the impact they can have on their success and the success of others by enhancing interpersonal relationships in the workplace.
- Relate to colleagues and customers in a way that meets their personal needs while also meeting the practical need of accomplishing objectives.
- Use a set of interaction process skills that enable them to conduct more successful discussions that achieve results.
- Use a technique for providing specific, meaningful feedback that helps people improve their performance and increase productivity.

Competencies

- Building Customer Loyalty
- Communication
- Gaining Commitment

Course Content

- **Every Interaction Matters:** Learners discuss the importance of communicating effectively to enhance their impact in the workplace. They explore the personal and practical needs people bring to interactions and are introduced to the skills that will help them meet these needs.

- **Key Principles:** Learners review five Key Principles that will help them meet others’ personal needs. Learners complete a self-evaluation to assess their tendencies for using Key Principles and identify development areas. Learners begin a Plan for Impact for utilizing the interaction skills in a specific workplace situation.

- **Interaction Guidelines and Process Skills:** Learners review the Interaction Guidelines and process skills, which help meet the practical needs of an interaction. Learners determine how they might utilize these skills on their plan.

- **Effective Feedback Using STAR:** Learners are introduced to the STAR technique for providing feedback that is specific, timely, and balanced. Various activities give learners practice with the STAR format. They consider the use of this technique in their plan.
• **Plan for Impact:** Learners begin to complete a Discussion Planner for an upcoming workplace interaction. In pairs, they share their Plan for Impact and exchange STAR feedback.

**Who Needs to Take This Course?**
For all individuals and teams at the staff level consider the following:
- Do individual contributors struggle to communicate with colleagues and customers in an effective way?
- Is there a need for a higher level of trust? Greater cooperation? Stronger business relationships?
- Is effective feedback lacking as an integral part of your culture?

**Format / Length of Course**
- Format: Classroom
- Length: 4 Hours

**Cost**
- $60 per participant for materials

**Required**
- Communications/Interpersonal Skills Track

**Prerequisites**
- None Required

**Related Workshops**
- Working Through Conflict
- Building Trust
- Increasing Personal Effectiveness for Staff

**Pre-Work Required?**
- None Required

**Manager Actions Required**
**Pre-Class:**
- Talk with your employee about strengths and developmental opportunities related to the competencies.
- Relate the information from the course to their job specific responsibilities.
- Ask the employee how they believe they will benefit from the workshop.

**Post-Class Support:**
- Have a discussion with the employee about their impression of the workshop.
- Be knowledgeable of the personal commitment they have made to change their own behavior in the area of communication and interactions with others and support them in this effort.