I. Communication

Communication workshops are designed to increase awareness of effective and ineffective communication practices, presentation skills, and active learning techniques.

A. Listen Well

1. Listens to others with full attention, actively rephrasing and asking appropriate questions to achieve shared meaning
2. Uses a variety of questions (open/closed/probing) to gather more information to increase knowledge and understanding
3. Uses tact to respond to questions and clarify understanding of the content
4. Thinks about potential impacts of communications (verbal/written/visual) as they are being developed
5. Understands the value of pausing and taking time to ensure a message matches the intent of the communication before distributing

B. Know Your Content

1. Shows comprehensive technical and functional expertise in subject being communicated including terminology, principals, policies, practices, and procedures
2. Considers an audience's level of familiarity with the content and varies own communication style to ensure the audience can receive the information
3. Provides information in an objective manner, and creatively uses repetition to get points across and ensure group understanding

C. Demonstrate Poise and Invite Participation

1. Displays confidence, poise and self-awareness when communicating regardless of audience, experience or position
2. Chooses communication methods that are appropriate for the message and the audience
1. Conveys information and expectations clearly and concisely, orally and in writing, using easily understood language that is grammatically correct
2. Encourages individuals with varying perspectives to share
3. Creates environments where differences of perspectives are heard and respected

D. Share Information Appropriately

1. Separates facts from opinion and pays special attention to confidentiality, sensitive information, and data integrity
2. Delivers unpopular, critical or stressful information effectively and with as much transparency as the situation allows

3. Understands how non-verbal communication impacts verbal communication and maintains consistency between non-verbal and verbal messages

4. Presents ideas, proposals, and content in an organized way using appropriate technology

E. Facilitates to Engage Participants

1. Designs an experience for participants to reach a specific deliverable using tools including schedules, surveys, agendas, designed activities, audiovisuals, handouts, etc.

2. Facilitates participant discussion to enhance understanding and encourage application of content

3. Manages the experience as it happens to adjust planned flow in response to individual and group dynamics

4. Solicits performance feedback and appropriately acknowledges and uses constructive feedback for personal and professional growth

F. Address Team Dynamics and Difficult Situations

1. Creates and maintains a setting that encourages open and honest participation

2. Establishes clear expectations for the group and monitors team dynamics to alter activities as needed to achieve results

3. Competently and compassionately handles difficult situations with professionalism and composure; maintains a safe and inclusive learning environment

4. Addresses hostile or inappropriate remarks in a manner that encourages learning in the moment and maintains a safe learning environment