

Communication Workshops

These workshops are designed specifically to help improve communication in any workforce.

Workshops are available to EAN all client companies. Please contact us to schedule a training date.

Building Better Relationships: Healthy work relationships enhance not only the individual employee's work life but also the ability of the company to achieve its mission. In this workshop, participants define the characteristics of a good co-worker. Active listening and healthy communication skills are taught, and participants practice use of these skills.

Communication Skills - The Art of Listening: Communication difficulties often develop because we don't know how to listen to one another effectively before responding. Fortunately, listening is a learned skill and this workshop begins with the fundamentals, to help employees decrease communication difficulties in the workplace.

Communication Skills for Conflict Resolution: Conflict is healthy in all work environments as long as the conflict is constructive and is resolved in healthy ways. This workshop provides information on the ways we attempt to resolve conflict and provides education on how and when to implement "win-win" strategies to resolve conflict.

Communication Styles - Understanding Differences in Personalities: This workshop begins with self- assessment and proceeds with teaching specific techniques for approaching other personality types more effectively. Participants generally find this useful both at work and in their personal lives.

Customer Service: Being able to communicate with internal and external customers is the cornerstone to providing quality customer service. This workshop helps participants learn the steps to communicating effectively with customers and the pitfalls to avoid when dealing with difficult customers.

Maintaining Clear Boundaries in the Workplace - When to Say What to Whom: Many workplace difficulties arise when there is not a clear understanding of the differences in the many roles each of us play in our lives. This workshop clarifies some of those distinctions and uses role play to assist participants in understanding how to set better boundaries.

Making Generational Differences Work: Today's workforce can have as many as four different generations working together, each with their own distinctive style and ways of viewing work related issues. This workshop helps employees understand the outlook and experiences of different generations to improve respect, communication, and relationships in the multi-generational workplace.

Valuing Diversity – Moving from Awareness to Action: The face of America is changing, and the pace of that change is increasing each year. This workshop is 1/2 workshops offered by EAN and provides participants with a look at changing demographics, discusses why appreciating diversity is now an essential work skill, and helps participants learn how to communicate in respectful ways.

From Knowledge to Action - Moving Towards Cultural Competency: This workshop is 2/2 workshops offered by EAN and provides participants information to help increase their understanding of cultural competency and enhance communication techniques when speaking to people of diverse backgrounds. Participants will learn the stages of cultural competency, how to challenge micro-aggressions and stereotypes, and ways to foster diversity within both their personal and professional lives.



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