



Effective Communication Strategies

Workshop Description:

In today's competitive business environment, effective communication skills are more critical than ever before. It is the foundation on which successful careers are built and a crucial component of lasting accomplishment. Whether it is a face-to-face conversation, an e-mail exchange, or a difficult conversation, a professional message involves establishing a connection that leaves a positive impression. This training will give you the tools to strengthen your ability to manage change, negotiate and compromise, resolve conflicts, gain consensus and collaboration, and create a cohesive team. This workshop will help participants develop a truly engaging and responsive communication style, leading to positive results for the individual and the organization.

Participants Will Learn:

- Communication Styles
- Barriers to Communication
- Using the Right Phrases to Communicate What You Intend
- Active Listening Skills
- Responding Appropriately
- Reading Body Language
- Asking Questions to Clarify
- Vocal Emphasis & Visual Listening
- Depersonalizing a Message
- Persuasion
- Sharing Ideas and Perspectives
- Disagreeing Constructively
- Delivering Concise Messages
- Respond with Diplomacy and Tact
- Effective Business Presentations

Instructor

Shanna Ullmann, Ph.D.



Shanna Ullmann is the founding partner of Transformation Partners, offering specialized consulting and employee learning and development programs empowering clients to be more successful in all aspects of their business engagements. She has worked with a wide range of professionals teaching them the art and practice of effective interactions and communications with clients and between colleagues.

Shanna has over 25 years of hands-on human relations, executive education and corporate training experience advising global corporations, universities, the US military and US Federal government organizations on Leadership Development, Strategic Planning, Constituent Engagement, Cross Cultural Communications, Diversity and Employee Relations, Professional Etiquette and Protocol, Business Communications, and Mediation and Workplace Conflict Resolution. She currently holds a Dun & Bradstreet Open Ratings Past Performance Review of 100% satisfaction from clients. She has extensive experience as an adjunct instructor with the University of Alabama, Auburn University, Rollins College, USAF Air University, University of Central Florida and Fordham University.

Shanna is a graduate of the Protocol School of Washington in Washington, DC, and is certified as a Master Trainer in Business Communications, Professional Business Etiquette and Protocol, and International Protocol. She is a certified Master Trainer by the American Society of Training and Development. She is a Senior Certified Professional by the Society of Human Resource Management. In addition, Ms. Ullmann holds certification as a Diversity and Cross-Cultural specialist through the Interchange Institute in Cambridge, MA. She is also a certified Workplace Conflict Resolution trainer through Mediation Training Institute International, as well as holding triple certification as a Professional Mediator in Workplace Conflict through Mediation Training Institute International, the Pulse Institute of Canada, and the Justice Center of Atlanta. Ms. Ullmann holds a B.S. in Human Resources Management from the University of Alabama and a Ph.D. in Mediation and Conflict Resolution from Euclid University.