

The University of Toledo  
Center for Continuous Improvement

EFFECTIVE COMMUNICATIONS

**Program Overview**

Ineffective communication plagues organizations across the world, resulting in thousands of follow-up emails, phone calls, and meetings meant to clarify mixed messages. The time and money lost because of miscommunication is immeasurable, and it can take its toll on employee patience and relationships.

This session lays the groundwork for the most basic, though at times the most difficult, of activities -- *effectively* communicating with a diverse group of customers and colleagues. Our choice of words is only a small portion of the communication process, leaving room for error and misinterpretation. This session focuses on communication essentials, conflicts, and modalities while providing insight into effective communications and increasing listening aptitude.

**Program Objectives**

During this seminar, participants will learn how to:

- Take control of their verbal and non-verbal communications
- Understand their personal style and how that impacts communications
- Learn to adapt their style to become more effective communicators with diverse populations
- Increase their personal power through positive verbal and non-verbal communications
- Increase clarity and comprehension in their communications
- Enhance their active listening skills
- Build rapport with people at all levels of the organization

*If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, CFCI Director, by calling 419-530-2037 or via email at [carrie.herr@utoledo.edu](mailto:carrie.herr@utoledo.edu).*

**Program Topics**

- Communication Assessment – evaluating your current communication skills
- Understanding the four basic personal styles, discovering your personal style, and learning to leverage your unique communication power
- The tricks to recognizing others’ styles
- Ways to “flex” your style to achieve your goals
- Techniques for communicating with difficult individuals
- The tricks to communicating across the organizational divide
- CARESS – a model for effective listening
- Top tips for better listening skills
- Understanding Mime Reading: What it is and why it’s important
- The power of feedback and the trick to getting buy-in
- Discover the six reasons it’s difficult to say “no,” while learning seven ways to say it effectively

**About the Instructor**

**Cynthia H. Pepper**, a licensed counselor and business consultant, is considered a leading expert in the psychology of work, focusing on how people choose their work, grow and develop in their careers, impact their organizations, and are impacted by their organizations.

As a human resources and organizational development leader and consultant, she has worked with clients across the United States and the Caribbean, combining professional experience with her educational background in psychology, physiology, and learning.

She brings her energy and highly-engaging style to help others develop the competencies for success at all levels within an organization.

Cynthia has a keen understanding of the skills required for success at leadership levels, and serves as a business counselor and executive coach in addition to designing and delivering leadership development programming. She has trained thousands of individuals in the private sector and government, as well as in many colleges and universities.