



Manager Tools

Effective Communicator Conference Datasheet

Agenda

PDU Credits: Manager Tools is an authorized training partner for the Project Management Institute. Simply claim your PDU Credits through the PMI CCR after training.

Who: Individual contributors, managers, and executives who want to communicate more effectively with those around them. **In short, everybody.**

Why: You don't realize how much your communication style is a deeply ingrained habit. Communication is what the listener does and 75% of the time your natural style actually works against you. This is because only about 25% of the world communicates like you. You will learn and practice how to see other styles and change your own to be more effective. Communication is every professional's most frequent behavior.

Benefits: When you improve your communication, you'll have better, more effective relationships with colleagues, directs, and your boss. The day includes more than 3 hours of practice. Additionally, you'll receive a series of follow up emails to remind you about the concepts and behaviors learned during the conference.

Cost: \$1300. Add the Effective Manager Conference at a discounted rate of only \$800 for a total investment of \$2100 for an impactful two days of learning and practice.

"Extremely Useful. Enlightening for myself and how to effectively communicate with others."

– Stephanie Bitzos, Conference Attendee

8:00 Welcome & Purpose – Welcome the group and state our purpose: learning and practicing Effective Communicator Behaviors.

8:05 Agenda & Ground Rules - Review the detailed agenda, and interactively agree on ground rules for the day.

8:15 Introductions - Attendees will prepare and present a 30-second introduction of themselves using, in part, their DISC profile information.

8:30 DISC Overview - A basic overview of the technology/data and terminology of the DISC behavioral profile. This training is not "about DISC" – but DISC gives us a shared vocabulary to use.

9:45 Break

9:55 Communication Behaviors – How people with different DISC profiles communicate differently, based on behaviors. We will look at a few key pages of your MTDISC assessment.

11:00 Break

11:10 Observe Practice - Practice observing another person, multiple times, to learn how to see and hear behaviors.

11:40 Lunch & Email Communication Practice - How people with different DISC profiles communicate using email, followed by practice determining the profile of an email's author, and how to respond.

12:40 Analyze Practice – Practice observing and analyzing another person's behavioral patterns and tendencies, multiple times, to learn how to see and hear behaviors.

2:00 Break

2:10 Tailor Practice – Each attendee will be tested on their ability to observe and analyze, and then tailor their own behavior to approximate someone with whom they're having a conversation.

3:30 Close