

# **Misunderstanding In The Age of Communication**

## **0.6 CEUs**

### **WORKSHOP OVERVIEW:**

In an age where we have added cell phones, texting, and instant messaging, why are we misunderstanding each other more than ever?

In this unique and very interactive workshop, we give practical and ethical tools to make you a better communicator. You can't lead if the people around you don't understand what you want.

After this engaging presentation, you will walk away energized with a sharp new skill set that will change the way you lead.

### **WHO SHOULD ATTEND:**

### **OBJECTIVES:**

Participants will

- Be able to write more effective emails.
- Demonstrate the difference between the written and spoken word.
- Learn skills and competencies to manage their bosses.
- Be better equipped to deal with and handle rumors.

### **OUTLINE:**

- I. I Was Misunderstood!
- II. How To Do It Wrong! Part One
- III. How To Do It Wrong! Part Two
- IV. Good E-Mail vs. Bad E-Mail!
- V. Managing Your Boss! And Conflict Resolution
- VI. Personal Development Plan

### **LEF COMPETENCIES:**

**HRD076 – 0.6 CEU's**