

Dimensions of Professional Communication™



Improve communication skills across the organization for greater alignment, engagement, and productivity. Learn proven models and frameworks for more effective dialogue, enhanced collaboration, and empowered positive influence among employees, colleagues, and customers. Accelerate initiatives, increase productivity, strengthen engagement, and build organizational alignment. Seamlessly enhance communication, cooperation, and overall effectiveness at all touchpoints, both inside and outside the organization. Ideal for all employees regardless of business discipline, this workshop combines both interpersonal and functional skills. Participants gain the confidence and competence to influence action inside the organization, strengthen professional and personal relationships, and optimize the internal and external customer experience.

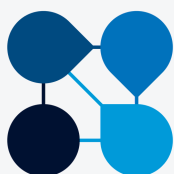
Our proprietary models and straightforward frameworks allow client-specific customization while retaining the integrity of our proven content. Carew facilitators create magic in the classroom by leveraging a variety of engaging learning strategies and modalities to educate, motivate and inspire. Participants receive highly relevant, immediately usable, and memorable training that profoundly impacts their skills, attitude, relationships, and success.

What You'll Learn



Building Relationships

Learn a results-producing model for becoming truly other-centric. Identify key “moments of truth” and how they impact overall perception, understanding, acceptance, and relationships. Recognize common needs, values, motivations, and perceptual orientations that affect the decision-making process; learn communication and relationship strategies for each to achieve desired outcomes.



Effective Listening and Learning

Master a simple, defined, and repeatable communication process to fully understand individual needs, perspectives, and challenges. Develop critical listening skills and techniques to ensure understanding of the issues to be addressed and development of benefit-focused, holistic recommendations. Learn to handle objections in a way that overcomes resistance, diffuses anger, and uncovers additional opportunities. This proven model gets to the heart of needs while building trust, credibility, and rapport.

More →

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Communicating with Strategy

Build rapport by leveraging the communication model within a disciplined and flexible framework that brings gaps and opportunities to light. Understand how voice, tone, attitude, and energy impact engagement and drives behavior and receptivity to ideas and recommendations. Learn strategies and tactics to build confidence in your authentic concern and your ability to address needs.



Collaborative Problem-Solving for Positive Outcomes

Master a range of skills and techniques to spur collaborative problem solving and inspire new ideas. Apply our proven communication excellence model to skillfully share your recommendations, gain acceptance, and build confidence, relationships, and success.



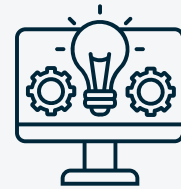
Program Benefits

- Increased productivity
- Common language, process
- Organizational alignment
- Employee retention, growth



Program Highlights

- Client-specific customization
- Proprietary process models
- Energy, interaction, fun
- Participant Certification



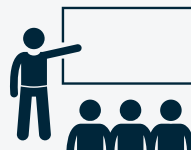
Reinforcement

- Personalized Smart Room
- Online LMS
- Thought Leadership
- Alumni Community Forums



Who Should Attend

- Sales Enablement
- Marketing Professionals
- Finance Professionals
- Operations Professionals



Delivery Options

- Live Onsite Instructor-led
- Live Virtual Instructor-led
- Custom Onsite/Virtual Blend
- Train-the-Trainer Certification



Program Duration

- Onsite: 2.0 days
- Virtual: 4.0 | Two 2.5 hr. sessions/day