

Keys of Communication

STYLE • GOALS • FLEXIBILITY • LISTENING • SPEAKING

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Congratulations on taking this step of learning Keys of Communication! I believe Keys of Communication could prove to be one of your most enlightening and rewarding professional learning experiences. Keys of Communication is the result of over 30 years of research and practical experience from my career as a training consultant teaching two-day interpersonal communication skills seminars, and I appreciate the opportunity to share this with you.

As I begin to write Keys of Communication, Wisconsin is entering week eight of stay-at-home orders due to the coronavirus. Even before this health emergency I had seen the need for an all-digital training program that would allow people to learn from their home or office. The trend of working and learning remotely will likely continue even after this crisis has passed, so the need for such a training program is becoming more urgent.

In addition to overall knowledge and technical skills, all of us rely on interpersonal communication skills to do our jobs well. You probably have had success as a communicator as well as times when communication has not been successful. Keys of Communication will give you the knowledge and skills to increase your communication effectiveness and decrease frustration.

In this program you will learn how you are perceived as a communicator — your communication style, flexibility, listening and speaking skills. You will learn that your communication style is inherent, something you cannot change (and would not want to even if you could) and that flexibility, listening and speaking are areas to continually improve and polish.

Communication Style, Communication Goals, Flexibility, Listening and Speaking are the Keys of Communication, so without further introduction let us begin to look at each of these keys.