OFFICE OF HUMAN RESOURCES

- Training Workshops

Brandeis is offering the following full-day workshops presented by Skill Path:

**The Essentials of Communicating With Diplomacy and Professionalism**

There are those individuals who always seem to know exactly what to do—and say—in a conflict or crisis. This training session will show you how to handle any situation professionally and diplomatically. You will learn how to mediate a difficult situation and how to create a presentation that builds your credibility while persuading others to action. You will also learn the power of communication in building confidence in yourself and others.

**Learning Objectives:**

- Deliver a well-developed message to keep your listener’s attention and motivate to action
- Communicate with various personalities professionally and confidently
- Defuse conflict and tense situations
- Use communication techniques to motivate and persuade

**Date:** Wednesday, February 26, 2014

**Time:** 9:00 a.m. – 4:00 p.m.

**Location:** Hassenfeld Luria Conference Room

*Continental breakfast and an afternoon snack will be served. There will be a one hour break for lunch on your own.*

To register, please click on the following link:

How to Be a More Effective Group Communicator

Your success is directly related to the group’s success when participating in a meeting or other group situation. The group’s achievements depend in large part on the ability of its individual members to work together and communicate effectively. Communicating in a group involves knowing how to position your message, negotiate, solve problems and resolve conflicts.

Whether you’re a member of a work team, attending meetings or your department’s representative on the social committee, every group meeting you attend is an opportunity to present your ideas, make important career-building contacts, form critical alliances and be seen by top decision makers. The focus of this workshop is to equip you with vital skills, techniques and behaviors you need to effectively communicate your ideas, accomplish your goals and get results within your group, in your organization and in your career.

Learning Objectives:

- Overcoming feelings of anxiety and self-consciousness about speaking up in a group
- Positioning your ideas, opinions and solutions to get the group’s attention and support
- Working with individuals between meetings to get group results later
- Identifying group members who wield the most power and winning their agreement
- Recognizing and putting a halt to unproductive communication patterns that threaten to get meetings off track
- Handling criticism and defusing hostility and anger

Date: Monday, March 3, 2014

Time: 9:00 a.m. – 4:00 p.m.

Location: Hassenfeld Luria Conference Room

Continental breakfast and an afternoon snack will be served. There will be a one hour break for lunch on your own.

To register, please click on the following link:

https://brandeis.wufoo.com/forms/how-to-be-a-more-effective-group-communicator/

Poised and Powerful Public Speaking
The growing need for public speaking skills means that many executives and employees are unprepared for their changing job roles, with most lacking the skills to be able to quickly and confidently pull together speaking points that would engage their peers, clients, or the public.

The Complete Guide to Poised and Powerful Public Speaking is aimed at professionals already in the workplace, and helps employees at all levels develop new skills to help meet changing expectations. By taking part in this highly focused workshop, participants will face the challenge of public speaking head on, and leave feeling prepared and experienced in the art of public speaking.

**Learning Objectives:**

- Overcome nervousness, once and for all
- Speak up in meetings
- Organize your ideas—from introduction to closing
- Maximize the latest technologies to develop professional-caliber presentations
- Incorporate gestures that reinforce your message
- Use your eyes to build a bond between you and your audience
- Change the tone, speed and volume of your voice to match your audience’s needs

**Date:** Tuesday, March 4, 2014

**Time:** 9:00 a.m. – 4:00 p.m.

**Location:** Hassenfeld Luria Conference Room

*Continental breakfast and an afternoon snack will be served. There will be a one hour break for lunch on your own.*

**To register, please click on the following link:**


**Assertive Communication Skills**
Communicating with clarity, confidence and poise is perhaps the most overlooked business skill of all ... but the most essential for anyone who wants to make a powerful, positive impression in any workplace situation. In this course, we’ll present eye-opening and empowering tips, techniques and strategies for communicating in ways that win the attention, respect and approval of others—both the verbal and nonverbal communication skills that can make the difference between career stagnation and success.

**Learning Objectives:**

- Define the types of communication and identify the most effective one for career success
- Build assertive communication skills by focusing on confident verbal and nonverbal behavior
- Recognize situations that require assertiveness and the strategies to respond accordingly
- Identify additional professional situations where assertiveness will promote your career

**Date:** Wednesday, March 12, 2014

**Time:** 9:00 a.m. – 4:00 p.m.

**Location:** Hassenfeld Luria Conference Room

*Continental breakfast and an afternoon snack will be served. There will be a one hour break for lunch on your own.*

**To register, please click on the following link:**

[https://brandeis.wufoo.com/forms/assertive-communication-skills/](https://brandeis.wufoo.com/forms/assertive-communication-skills/)

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**Active Listening**
Listening is one of the most important skills you can have in the business world today, regardless of your position. True, effective communication is about more than two or more people talking together. Listening and understanding the underlying meaning (not just the spoken words) requires specific skills and attention. Understanding that what is not said may be more important than what is said so tuning in on the meaning of nonverbal communication is critical to building productive working relationships. This program will save you time, frustration and even money as you navigate the world of powerful Active Listening.

**Learning Objectives:**

- Recognize and conquer your personal obstacles to being a good listener
- Understand the power of effective listening and how to use it to your advantage
- Ask the right questions at the right time for improved performance
- Become aware of the power nonverbal communication and capture the richness it brings to each message

**Date:** Monday, March 24, 2014

**Time:** 9:00 a.m. – 4:00 p.m.

**Location:** Hassenfeld Luria Conference Room

*Continental breakfast and an afternoon snack will be served. There will be a one hour break for lunch on your own.*

**To register, please click on the following link:**

[https://brandeis.wufoo.com/forms/active-listening/]