Communicating with Impact

Learning Objectives

- Recognize the impact you can have by enhancing interpersonal relationships in the workplace.
- Relate to colleagues and customers in a way that meets their personal and practical needs.
- Use interaction skills to conduct effective discussions that achieve results.
- Use a technique for providing specific, meaningful feedback to others.

Course Description

Effective communication skills enable exceptional performers to meet the personal and practical needs of their internal partners and external customers. This course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results. This foundation course is a prerequisite for many of the courses in the Interaction Management® Exceptional Performers series.

Resources (for learner):
- Communicating with Impact Job Aid
- Discussion Planner
- Discussion Planner (sample)
- Plan for Impact
- STAR Form
- STAR Form (samples)
- Examples of Verbal STARs
- Key Principle Self-Evaluation
- Key Principles Development Plan
- Examples of Key Principles
- Service Booster Activities
- Development Activities for Communicating with Impact
- Agenda for Meeting with Manager

Resources (for managers of learners):
- Leader Support
- Tips for Giving Feedback
- Course Tools