



# Introduction to Accountable Communications

## **Audience:**

Introduction to Accountable Communication is designed for front line employees seeking advanced communication skills.

## **Objectives:**

This program teaches the fundamental skills to improve business communication, increase trust through accountability, and maintain relationships in challenging situations.

## **Takeaways:**

Through simulation, games and role play, this highly interactive program teaches participants how to be self aware, tolerant and authentic. Each program is customized to the specific organization so that participants learn how to identify, and resolve common workplace issues. In addition to increasing productivity, participants learn how to better manage relationships, be assertive and gain confidence.

## **Key Learning Points:**

### **Leadership Skills:**

- . Self Awareness
- . Tolerance
- . Authenticity
- . Survival Behaviors
- . Communication
- . Personal Accountability
- . Giving and Receiving Feedback

### **Work Place Dynamics:**

- . Operating Agreements
- . Innovation
- . Behavioral Intervention
- . Correcting Mistakes
- . Dealing with Bosses, Peers, and Reports

### **Conceptual Foundation:**

- . Intent vs. Perception
- . Body Language, Tone and Volume
- . Timing
- . Planning
- . Vocabulary



For more information contact  
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