



Master Performance.  
Realize Results.



## GMP Mastery™ Coaching Workshop Description

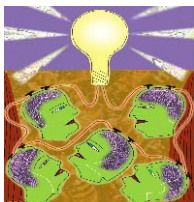
The Seventh Commitment of Mastery: **“We must Clearly Define and Culturally Communicate Expectations!”** requires all managers to strategically and effectively communicate.

Whether you are trying to make presentations with confidence or negotiate with ease, the art of communicating clearly is critical to your success as a manager.

This workshop starts a conversation on all the key aspects of business communication, including understanding body language, writing reports and proposals, making presentations with confidence and negotiating with ease.

Also discussed is using public relations, advertising, information technology, and media techniques.

You will be challenged to evaluate your effectiveness as a communicator and develop a specific and customized action plan for applying the workshop critical thinking and practice points to your organization.



## Communicating Effectively

### Workshop Critical Thinking and Practice Points

#### Learning the Basics

- Understanding Body Language
- Understanding & Using Gestures
- Learning to Listen
- Asking Questions
- Taking Notes

#### Exchanging Information

- Making Contact
- Passing on Information
- Using the Telephone
- Using Information Technology
- Writing Letters

#### Acquiring More Skills

- Briefing Effectively
- Communicating One to One
- Reaching an Audience
- Communicating to Sell
- Negotiating to Win
- Writing Proposals
- Making a Visual Impact

#### Communicating for Results

- Creating an Identity
- Using Public Relations
- Communicating at Work
- Assessing Your Communication Skills