"WHAT I HEARD YOU SAY WAS..."

Positive | (Neutral) | Negative

**Consequences**

Every interpersonal relationship is based on communication. And the building blocks of that basis are the words that are used during our interpersonal communication opportunities.

**Snowflakes**

That’s what we are. We’re all different. We speak the same languages but speak them differently. We do the same jobs but do them differently. We manage the same departments but manage them differently. And when we say the same things, different people hear those things differently.

**Where & When**

Thursday, May 1

11:00 AM - 12:00 PM

12:30 PM - 1:30 PM

**A Communication Workshop**

The objective of this workshop is to talk about how we communicate. Think of a pyramid. Consider the peak of the pyramid in a two-dimensional representation. When feedback is offered, it falls on either the “Positive” side or the “Negative” side. There is no “Neutral” feedback from the perspective of the receiver. Regardless of the intent of the giver, the feedback will be received either “Positively” or “Negatively.”

In this one-hour workshop, participants will get exposed to various communication styles and will learn techniques based on the book and concept: *How Full Is Your Bucket?*

✦ modifying feedback messages
✦ increased employee engagement
✦ improved listening
✦ effective follow-up
✦ relationship building
✦ establishing trust
✦ improved overall communication