The human connection always starts with communication. Many nurse leaders are looking for opportunities to hone their presentation skills; as public speaking is a crucial leadership talent. Are you ready to find your executive voice? What are your communication assets—like listening, thinking and speaking, or maintaining composure and how do you leverage these assets? Advanced communication skills are teachable and easily learned. This pre-conference will expose each nurse leader to a review of the science behind communication, current and innovative strategies for more effective communication in this fast paced digital age and how you can (individually) improve your communication skills (all of them!) resulting in a powerful personal and executive presence.

This all-day session will be very interactive, fast paced, and you will be able to receive real-time feedback from your peers and coaches. You will develop advanced insight into the critical role communication plays in your ability to lead and affect change. You will learn the importance of establishing yourself as a credible communicator and have the confidence to support counterpoints in a discussion.

Outline of the day and methodologies to teach include: didactic, video, role play, peer to peer feedback and personal coaching. See overview on next page.

Tuesday, April 25 – 8:30 – 4:30 pm
Lunch included
7 Contact Hours
Agenda

Communication Theory

- The Model for Effective Communication
- General principles of communication
- Cognitive science of communication
- Communication Breakdowns

Effective Communication Strategies

- Barriers to Communication and Listening
- Know your listener and adapt your communication style
- Using Persuasion as a Communication Strategy
- How to Influence across the organization

Interpersonal Communication in the Workplace

- Giving and receiving criticism
- Group communication in the workplace
- Group problem solving techniques
- Interpersonal body language
- Communication etiquette in the digital age
- Telephone communications
- Executive Presence in the workplace