

# COMMUNICATING FOR IMPACT:



## Making the most of communication in the workplace

Do you ever find yourself communicating a message (written or orally) and then wonder why the other person's response is not related to what you asked? We all know why that happens....right? People are just poor listeners! People just don't care! It is that millennial generation....they have such short attention spans! But wait, are those assumptions really true? Maybe they care, but just didn't understand. Maybe they didn't hear. Maybe they only heard part of the message. The truth is if we are going to point fingers for the cause of miscommunication, we have to point it at both the sender of the message as well as the receiver. Communication is a two way street. When we communicate, we know what we are "talking" about....but others may not. This session addresses how to send a clear message that prompts and motivates others in the workplace.



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*"The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them."*

*- Ralph Nichols*

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## Learning Objectives

- To become more aware of communication barriers
- To have an increase understanding of effective communication and communication behaviors in order to improve the ability to select the most appropriate response
- To identify, explain and demonstrate respectful and supportive listening skills
- To further develop an understanding of verbal and nonverbal communication skills