

PREVIEW GUIDE



The Respectful Communicator: *The Part You Play*

Table of Contents:

Sample Pages from Leader's Guide.....	pgs. 2-7
Program Information and Pricing.....	pgs. 8-9

CRM LEARNING'S

THE RESPECTFUL COMMUNICATOR: THE PART YOU PLAY

Effective communication is at the heart of any team's workplace performance. If we can't communicate with each other, we just won't be able to get anything done.

But in a workplace as diverse as today's, we need more than the traditional hallmarks of good communication: listening, avoiding interruptions, maintaining a polite demeanor.

In today's workplace, we need to take some extra steps: making sure we understand what is said or written, caring about how we come across to others, and showing others that we value their opinion.

CRM Learning's ***The Respectful Communicator: The Part You Play*** explores this timely learning challenge. This workshop will help you and your organization:

- Break down the larger and sometimes abstract concept of respectful communication into behaviors that are more easily recognized and practiced.
- Point out how projects can easily succeed or fail based on the ability of team members to communicate, and identify behaviors that affect our ability to overcome individual differences in our interactions.
- Practice techniques that can help our workforce become more sensitive to, and embracing of, the need to communicate with basic decency in the workplace.

What's In It For Your Organization?

Here's how this workshop can help you build a more effective workforce through respectful communication:

- *Do you have a changing mix of employees?* This workshop can help both new and experienced members of your workforce understand how to tailor their communication behaviors to work efficiently and respectfully with this changing workforce.
- *Do you have work teams that don't seem to be functioning as smoothly as they should?* Use this brief workshop to help team members understand how communication techniques can be improved to help their team reach a higher level of performance.
- *Do you want to stay ahead of the game in a changing work environment?* Change comes to every organization. The workshop activities will help your teams develop better understanding and skills at making tomorrow's workforce as effective as it can be.

Communication is how we get things done. If you can improve your technique to accommodate the differences of background, experience and opinion that are the building blocks of effective performance, your organization – and its employees – will reap significant benefits.

Overview of the Workshop

The Respectful Communicator: The Part You Play uses carefully selected scenes from best-selling video programs to illustrate how improved communications can help foster an environment of respect and success in your organization.

Discussion questions and activities are included to help drive home the five main behaviors each of us needs to practice to communicate with basic decency and respect:

1. Consider your audience
2. Talk *with* someone instead of about them
3. Confirm that you understand what someone is saying
4. Know the boundaries of what's appropriate to talk about
5. Communicate respectfully during disagreements

Group or Self-Study?

The Respectful Communicator: The Part You Play is designed for use in small group sessions. However, if you have an individual who can benefit from this material but cannot attend a scheduled workshop, they can watch the video and then have a brief discussion with their supervisor about the main content points.

Timing

This guide is designed to be flexible for the trainer. Use as many of the discussion questions and activities as you can in the time available. You'll be able to explore the issues in greater depth if you allow 90-120 minutes for the session. Or, you can break the discussion into several shorter segments over a series of meetings, referring back to the video as required.

The Workshop Kit

CRM Learning's ***The Respectful Communicator: The Part You Play*** includes this Leader's Guide, a DVD and a CD-Rom.

- This **Leader's Guide** provides an introduction to the workshop, suggestions for its use, discussion questions, and activities.
- The **DVD** includes the 15-minute video program.
- The **CD-ROM** contains PDF files of the activity worksheets.

Discussion Questions and Activities

The questions and activities, like the video, explore five key behaviors that can help build our respectful communication skills.

- The discussion questions are organized in line with the five main content points in the video.
- The group activities are more universal, helping participants explore the overall issues surrounding respectful communication.

Discussion Questions

I. Consider your audience

Main Points

We all have a time and place we come from, and that background has tremendous influence on how we communicate with others. In today's workplace, we need to communicate with people from many different backgrounds, with all sorts of communication habits that sometimes don't match up with our own.

Video Scenes

Remind the participants of the scenes' contents before asking the discussion questions.

In the first scene, Nicholas pops into Velma's office to present his plan for space consolidation. He is young and energized with his ideas. Velma has been around a while, and prefers a style more in line with well-set channels and formalities. Things don't go well, as Nicholas doesn't have his facts straight and needs to take some time to get things right. The next day, he returns with a more respectful and tailored approach, and a plan that is based on more accurate information.

In the second scene, one nurse asks a Muslim co-worker for advice on how to communicate more effectively with a Muslim patient who has just been admitted. Her co-worker provides valuable advice, and assures her that it is ok to ask her for this type of information – it helps everyone.

Discussion Questions

1. How can we tell when our communication style doesn't quite mesh with the person we are talking to?
2. What are some cultural and other characteristics of our co-workers that we should take into consideration when speaking to them (age, job title, etc.)?
3. What's the best way to approach someone who we think might come from a very different background than our own, or have a very different role in the company?
4. Would it be easier to work in an environment where everyone was more the same? Why or why not?

4. Know the boundaries of what's appropriate to talk about

Main Points

We all have boundaries. Some boundaries concern our personal space, while others concern the things we do and don't like to talk about with our co-workers. Sometimes we get so wrapped up in ourselves that we forget that our boundaries are not always the same as our co-workers'.

We need to pay attention to how others are responding to what we say or do, and alter our course if it is making others uncomfortable. The simplest approach is to just avoid making comments that could demean, hurt or belittle others. We should also avoid inappropriate language, and never share information that wasn't meant to be made public.

Video Scenes

Remind the participants of the scenes' contents before asking the discussion questions.

In the first scene, one nurse dumps all of her personal issues on another, interfering with the second employee's work and involving her in things she does not feel comfortable with.

In the second scene, one employee on a team seems to have taken on the role of group joke-teller. Everyone seems ok with that until she tells a joke that very obviously touches a raw nerve for one of her colleagues.

Discussion Questions

1. If we want to build relationships that lead to a cohesive work team, shouldn't we be able to discuss personal issues with our co-workers? Why or why not? And if they're ok, when should they be discussed?
2. How did nurse Sophia get into this situation with her co-worker in the first place?
3. Humor is an important part of interpersonal relationships. How can we tell when we are going over the line?

Activity 4: Deep Breaths

Many of us hear advice that suggests something like this: “When you get angry at a co-worker, and before you fly off the handle, take a deep breath.”

Disagreement is not something to be avoided; diversity of opinions and perspectives is actually an advantage at work. Yet discussions that include disagreement require a bit of extra care. If not respectfully managed, these conversations can easily create tensions that become non-productive and have effects far past the original conversation.

In the space below, record a few words or phrases to actually say to yourself — and to the other person(s) involved — when you feel a conversation heating up and moving in an unpleasant and unproductive direction.

Share your results with a colleague. See what questions or statements they use, and compare these to your own.

What trigger words and/or phrases might you use (to think or say to yourself, to remind you to pause, back up, take that deep breath) to help you manage this type of conversation with greater respect and better results?

What are some phrases you could use with the other person to respectfully manage their frustration or stress?

Materials Included With *The Respectful Communicator*

The Respectful Communicator: The Part You Play is a workshop appropriate for use with employees at any level to help them become better, *respectful* communicators. The video uses carefully selected scenes from best-selling video programs to illustrate how improved communications can help foster an environment of respect and success in your organization.

- ◆ In the **chaptered DVD**, two onscreen hosts explain the need for respectful communication and cover five techniques for employees to follow to improve communication with others at work. Vignettes are introduced that show wrong-way and right-way behaviors that illustrate the points in the training workshop. The hosts summarize each of the situations by pointing out how employees can be more effective communicators by improving their approach, and being respectful of the other person's position and point of view.
- ◆ The **Leader's Guide** provides discussion questions on each of the five techniques presented in the video. There are also a number of activities provided which reinforce all the skill points, in general. These will help the facilitator to stimulate discussion and learning by the participants.
- ◆ The **CD-ROM** contains PDFs of reproducible **Participant Worksheets** that cover boundary setting, being someone's audience, being aware of how rumors spread and cause damage, and how to use self-talk to keep disagreements from escalating. These will help participants gauge how they react to situations and provide insight on their path to being better, respectful communicators – during, and after the workshop.



Program Information and Pricing

Purchase Price: \$695.00

Rental Price: \$275.00

Preview Price: Free

Running Time: 15 Minutes

Materials included with purchase: chaptered DVD, printed Leader's Guide, CD-ROM with PDFs of reproducible Participant Worksheets

Quantity Pricing Discounts

The Respectful Communicator Program

2 copies	10% off
3-5 copies	15% off
6-10 copies	20% off
11-15 copies	25% off

Industry discounts may also apply; call your Sales Consultant for more information.

(contents, pricing & discounts subject to change without notice)