



شركة ميرك العربية السعودية
MEIRC Saudi Arabia

Effective Collaboration

Duration 5 Days

Objectives

Participants will practically review and develop an understanding of the following areas:

- ↪ Build collaborative relationships that emphasize trust and respect
- ↪ Communicate effectively using simple and concise language
- ↪ Enhance listening skills to anticipate and avoid misunderstandings
- ↪ Foster cross-cultural understanding in your workplace
- ↪ Eliminate communication roadblocks
- ↪ Focus on nonverbal cues

Course Outline

1. Building a Foundation

- 1.1. Adopting simple, concise and direct language
- 1.2. Identifying basic communication principles
- 1.3. Applying a communication process model

2. Setting Clear Goals for Your Communication

- 2.1. Determining outcomes and results
- 2.2. Soliciting feedback
- 2.3. Matching intentions and results

3. Initiating communications

- 3.1. Figuring out what to say and the best way to say it
- 3.2. Paying attention to verbal and nonverbal cues
- 3.3. Creating a strong connection when face-to-face communication is missing

4. Avoiding Communication Breakdowns

- 4.1. Creating value in your conversations
- 4.2. Strengthening your relationships
- 4.3. Distinguishing value from waste

5. Taking personal responsibility

- 5.1. Recognizing your role in communications
- 5.2. Identifying internal and external factors that impact your communications
- 5.3. Establishing message feedback
- 5.4. Communicating non defensively

6. Translating across Communication Styles

- 6.1. Identifying the four communication styles
- 6.2. Recognizing your style and the style of others
- 6.3. Strengths and blind spots of each style

7. Bridging communication styles

- 7.1. Closing communication gaps
- 7.2. Being flexible without compromising your identity

8. Listening for Improved Understanding

- 8.1. Tools for active listening
- 8.2. Asking clarifying questions



- 8.3. Confirming the message
- 8.4. Demonstrating respect, empathy and sensitivity
- 8.5. Listening for the entire message

9. Interpreting nonverbal cues

- 9.1. Intonation
- 9.2. Rate of speech
- 9.3. Volume
- 9.4. Gestures
- 9.5. Facial expressions
- 9.6. Posture
- 9.7. Use of space
- 9.8. Dress
- 9.9. Eye contact

10. Achieving Genuine Communication

- 10.1. Creating openness
- 10.2. Determining when to speak up and when not to
- 10.3. Identifying appropriate degrees of disclosure
- 10.4. Establishing value and trust

11. A three-dimensional model of behavior

- 11.1. Identifying how you interact with others and how to make improvements
- 11.2. Calibrating the variance between what you want and what you express

12. Matching your body language to your message

- 12.1. Enhancing your message to gain your intended results
- 12.2. Creating believable and credible messages
- 12.3. Ensuring that your attitude supports communication
- 12.4. Speaking through silence

13. Cross-Cultural Communication

- 13.1. Navigating beyond cultural boundaries
- 13.2. Developing greater sensitivity to cultural differences
- 13.3. Building greater accountability and trust on virtual teams

14. Working with filters and assumptions

- 14.1. Raising your awareness to avoid misunderstandings
- 14.2. Uncovering hidden assumptions
- 14.3. Recognizing filters in yourself and others

15. Working Constructively with Emotions

- 15.1. Dealing with anger
- 15.2. Overcoming personal challenges
- 15.3. Expressing your anger constructively
- 15.4. Minimizing defensive reactions in others

16. Managing emotionally charged situations

- 16.1. Defusing an emotional situation while maintaining your composure
- 16.2. Taking responsibility for your emotions