HIGH-IMPACT COMMUNICATION SKILLS: CREATING A "HIGH-TOUCH" ENVIRONMENT

Communication skills are critical to success in a virtual setting. However, virtual leaders must learn to deal with the unique characteristics of a virtual environment that diminish the ability to understand others and to be understood, lack of visual cues, dependence on technology as well as time zone differences. People who communicate in a clear and compelling manner are more effective at building trust and enhancing relationships with their virtual colleagues. Strong communication skills are also the foundation of effectively using other important competencies such as conflict management, influencing, coaching, motivating, inspiring, and facilitating change. *Creating a "High-Touch" Environment* offers comprehensive tools and techniques to help you become an effective and powerful communicator when working virtually.

PROGRAM OBJECTIVES:

- Learn the principles for creating a "high touch" virtual environment
- Understand how to select the technology that is most appropriate for the task
- Recognize and use skills for effectively communicating in a virtual environment

AGENDA:

- Barriers to communicating virtually
- Matching technology to the task
- Creating a "high-touch" environment
- High-impact communication skills; skills for listening and responding
- Tips and best practices for communicating in a virtual setting