

Communicating for Results and Relationships Training

2-Way Communications Training for Managers at All Levels

Our Training Gets These Results and More

- Creates a standardized learning experience for management teams
- Establishes clear roles and responsibilities for Managers as Communicators
- Fosters direct, constructive upward and cross-team information exchanges
- Introduces metrics and performance standards for leading effective 2-way communications
- Fully engages participants through action learning and interactive exercises
- Promotes collaboration and networking that transfers from the classroom to the workplace

Our Cornerstone Course: Communicating for Results and Relationships

- Interactive workshop designed for diverse, multi-functional management groups or department/site-specific groups
- Workbook, live instruction and participant role-playing expands participant's knowledge of role, responsibilities and value of Manager as Communicator
- Tried and tested, practical toolkit improves 2-way communications competencies using Dulye & Co. 4R Model

Our 4R Model Helps Managers Create a Spectator-Free Workplace™

- **Relay: Channels**—How and when to use internal media—from face-to-face meetings to instant messaging
- **Relate: Messages**—How to make information meaningful and useful to your work groups
- **Receive: Feedback**—How to ask questions and create an environment that encourages others to speak up directly; how to actively listen
- **Respond: Follow-up**—How to respond to feedback in ways that demonstrate respect and advance improvement ideas



We Offer a Comprehensive Development Program

- Disciplined follow-up practices keep skills and personal accountability sharp through:
 - On-demand audio, video, and online toolkits
 - Virtual help desk
 - Periodic webinars on timely topics
 - Support networks using a Communication Buddy System with managers across business groups and locations
 - Just-in-time polling and measurement to evaluate progress, surface communication challenges and identify ongoing development needs
 - Dashboards that track performance over time and by demographic groups

Coaching Resources To Use Right Now

Coaching tips for communicating change and engaging teams. Our **Spectator-Free Workplace™** blog (Dulye.com/blog) and newsletter link you to timely trends and effective practices in employee engagement, workplace communication, survey and measurement, and leadership development trends and topics. **Free subscription: Dulye.com/coaching**



Listen and learn during drive time. Catch installments of our **Spectator-Free Workplace™** podcast series. Episodes automatically appear in your iPod / iTunes. **Free subscription: Dulye.com/coaching**

iPhone App: Workplace questions should not wait! Download *Ask Linda* for instant access to a communications expert when communications challenges arise. **Free download: Dulye.com/coaching**

