

Course Objectives for Participants



- **Understand** your communication style, including your strengths and challenges, and the communication style of others.



- **Recognize** the possible positive and negative perceptions of your communication style, and the style of others.



- **Learn** the skill of Shape Flexing to strengthen the effectiveness of your communication approach and responsiveness.



- **Discover** what motivates and demotivates you and others and adjust your communication accordingly.



- **Apply** the Strategic Shaping Model for planning, problem solving, and conflict resolution to strengthen your personal and professional relationships.