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Essential & Effective Communication Skills

1. Where Are You On The Assertive Communicator Index?
 - a. Three Dominate Management Types
 - i. The Passive Neutralizer
 - ii. The Aggressive Diminisher
 - iii. The Assertive Enhancer
 - b. Flexing Your Style
2. Team Exercise: The Assertive Manager
3. Scripting As a Management Tool
 - a. The 5 "I" Scripting Method
 - b. I feel, When You, I Want
 - c. Echo, Oh, Silence
 - d. "You" Versus "I" Scripting
 - e. Action / Consequence Scripting
4. Passive Indicators
 - a. Questions Instead of Desires
 - b. Apologies
 - c. Qualifiers & Exaggerations
 - d. Opinions Versus Feelings
5. Case Study: Assertiveness Under Stress
 - a. President Bush – China's Capture Of American Aircraft
 - b. Scott Waddle – Submarine Commander
6. Constructive Criticism – An Oxymoron?
 - a. LB / NT Methodology
 - b. Focus On Behavior Not The Individual
 - c. Coach Versus Judge
 - d. Fogging When Criticized

7. What Your Body Language Says About You
 - a. Gestures
 - b. Head Tilt
 - c. Body Lean
 - d. Blink Rate
 - e. Mirroring
 - f. Environmental Positioning

8. Team Exercise: Management Issues

9. Dealing With Four Trouble Types
 - a. The Sarcastic Coworker
 - b. The Negative Team Member
 - c. The Overbearing Boss
 - d. The habitually Late Employee

10. Assertive Delegation
 - a. Delegation Versus Dumpagation
 - b. Who Retains the Responsibility?
 - c. Do They Comprehend?
 - d. The Big Picture