



The Spark That Creates Extraordinary Results!

Communication Excellence™

“75% of all ideas for process improvement and new products come from those on the frontline of an organization. The ability to promote those ideas successfully depends on effective communication. Providing this skill is the heart and mission of Catalyst...”

W.D. Smith – Catalyst Trainer

CATALYST DELIVERS

Catalyst Training & Development, been delivering communication training for over fourteen years to companies such as Dell, IBM, The Texas State Library Association and many others. Communication Excellence is the newest course added to the line of employee skill development courses.

When employees have an idea, suggestion or issue that could impact the bottom line they must be able to communicate them well, and discuss each critically. If the skills aren't in place, many great ideas will fall off a company's radar. That is where Communication Excellence comes in. Participants leave able to organize and communicate their ideas, whether face-to-face, on the phone or in an e-mail so that they contribute to the success of the business and decrease communication channel breakdown.

“We've been able to have better team meetings and we get more things done since taking the class... Thanks for the great tools”.

Jennie L. – Project Manager

WHAT EMPLOYEES REPORT

Employees, who have completed Catalyst's Communication Excellence training report a new confidence in how they will work with others, communicate for the bottom line and create purpose in their messages.

“It's much easier to get my point across. I can include everyone in my conversation and know that the message is clear and that any directions will be followed better”.

Mark H. – Manufacturing Supervisor

WHAT BUSINESSES REPORT

Employers have reported an increase in new ideas. Managers are better able to communicate goals and directives down through the organization and employees are more clear on the role they play in achieving the company's goal and success.

Successful companies have also reported that when every employee knows the direction, goal and vision of the organization, achieving that goal is easier.



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COMMUNICATION EXCELLENCE

This one day course is designed for employees of all levels. It blends multiple class participation exercises, a learning assessment and coaching by the trainer and other participants.

- **Brain Mode *power*TM Assessment***—Participants take the assessment in class to determine their preferred learning & thinking style as well as that of others. This helps them improve interpersonal communication and recognize the value of each member on a team.
- **Limited Enrollment**—Training courses are limited to 24 participants to encourage open communication and allow personal attention to everyone.
- **Materials to Take Away**—Participants receive Brain Mode Assessment, handouts, a Certificate of Achievement as well as a detailed reference manual of the topics covered with further learning material.

IN COMMUNICATION EXCELLENCE

Participants learn to:

- Determine their preferred learning style.
- Work with other's styles.
- Create an effective working environment.
- Work within a Team.
- Write effective e-mails.
- Add conviction and confidence through voice power and body language.
- Enable others to speak up and make a difference
- Make telephone conversations and teleconferences more productive.
- Remove barriers to communication in any environment.
- Create safe platforms for idea generation and sharing.
- Persuade and motivate others to take action.
- Coach employees and team members to promote team productivity.

* The DiSC assessment may be substituted in lieu of the Brain Mode *power*.