

## Strategic Training Programs

### Effective Communication: Transforming complaints and excuses to solutions and accountability

20 years of studies have shown that the key skill of effective leaders and teammates is their capacity to communicate effectively. Effective communication creates accountability, trust and relationships. Ineffective communication causes distrust, conflict and resentments all of which impede performance. When this occurs, people spend their time complaining about the firm rather than trying to improve it. For professional service firms, these complaints have an average cost of approximately \$1,500 per conversation! This course will empower team members to transform their complaints into solutions and victim mentality into ownership and accountability.

*This session will cover the following:*

1. **Current State**  
We'll define the current conversational environment at your firm and identify gaps in communication – individually and as a team. Then, we'll develop a customized strategy to dismantle ineffective communication tendencies.
2. **Accountability**  
Through a series of mini training sessions, employees will learn to embrace accountability and create a no-excuse environment. They will be armed with the tools they need to transform complaints into solution while taking ownership of the results.
3. **Communication**  
By focusing on the desired intended outcome of situations, people become motivated to take action and create change. But in order to do this, your team needs the communication skills necessary to move the action forward. We'll teach them how to listen effectively, and how to communicate in a positive way that drives change and increases productivity.

*How will this program make your firm better?*

Complaint and even blame cost your firm time and money. There is no room in an organization for these wasteful exercises. This training program will heighten your awareness to these pitfalls and transform your firm into a solution-oriented team who stops complaining, focuses on solution and is responsible and accountable for building a great firm that communicates effectively.



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