

## **Executive Summary**

**Course Title:** Enhancing Communication in the Workplace—Change-Focused Conversations

**Outline of Training:** Child Welfare staff work in a fast paced and stressful environment. Our communications with our families and community organizations demand the highest level of professionalism. Unfortunately, sometimes when we return to our office environments, those practiced skills can evaporate.

This workshop will provide a fast-paced set of experiential exercises for creating conversations to promote effective communication in the workplace.

9-10 Introductions Exercise and Judger v Learner Questions

10-10:45 Affirming Strengths and Skills

10:45-11 Break

11-11:45 Effective Communications in Difficult Situations

11:45-12n Debrief and Learning Commitments

**Target Audience:** Any and all staff can benefit from experiential exercises to be used in this workshop.

### **Outcome Objectives for Participants:**

- Participants will be able to form change-focused learner questions.
- Participants will be able to identify key strengths and skills in others for better workplace communication.
- Participants will be able to develop strategies and options for participating in effective workplace communication.
- Participants will be able to demonstrate appropriate workplace communication.

### **Ways that Supervisors can support the Transfer of Learning from the classroom to the job...**

#### **BEFORE the training**

Supervisors can encourage staff to attend and participate.

#### **AFTER the training**

Supervisors can elicit learning commitments from participants and support use of skills practiced in the workplace.