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TRAINING WORKSHOP

# Effective Communication at Work

Speak clearly, listen fully, write so people  
act

FACILITATOR  
Trainer Name

DURATION  
Half day

AUDIENCE  
All employees



# Agenda

**01**

**Introduction**

**02**

**Core skills**

**03**

**Practice**

**04**

**Apply**

01

# INTRODUCTI ON



## KEY IDEA

**Most workplace problems  
are communication  
problems in disguise.**

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Why this workshop

# What you will learn

- Structure a message so the point lands first
- Listen to understand, not to reply
- Write emails people read and act on
- Handle difficult conversations calmly

## GROUND RULE

**Phones face down;  
one conversation at  
a time.**

# The case for change

**60%**

of meetings end without  
clear owners

**28 min**

lost per day to unclear  
emails

**3x**

faster decisions with a  
written summary

*Illustrative figures for discussion.*

02

# CORE SKILLS



# The three Cs



## Clear

One idea per message, the ask up front.



## Concise

Cut words that do not change the meaning.



## Considerate

Write for the reader's time and context.

# Active listening in four steps

1

**Pause**

Give full attention

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2

**Paraphrase**

Repeat back in your words

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3

**Probe**

Ask one open question

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4

**Confirm**

Agree what happens next

# Do this, not that

## Do

- ✓ Lead with the decision you need
- ✓ Use names and dates
- ✓ Summarise in writing

## Avoid

- Burying the ask in paragraph four
- Replying all by default
- Assuming silence means yes

03

# PRACTICE



# Try it: Rewrite the email



Activity photo / worksheet

**Turn a 300-word email into five lines.**

Work in pairs. Swap rewrites and score each other on clarity, tone and a clear ask. Share one before-and-after with the group.

# Practice checklist

| Step    | What good looks like   | Self-check               |
|---------|------------------------|--------------------------|
| Opening | The ask is in line one | <input type="checkbox"/> |
| Body    | Three points or fewer  | <input type="checkbox"/> |
| Close   | Owner and date named   | <input type="checkbox"/> |
| Tone    | Polite and direct      | <input type="checkbox"/> |

*Tick each item during the practice round.*

# Workshop agenda

**10:00**

**Warm-up**

Why messages fail

**11:30**

**Module 2**

Active listening

**10:30**

**Module 1**

The three Cs

**12:30**

**Practice**

Role plays



Portrait image

“

*Say less, mean more, and  
check that it landed.*

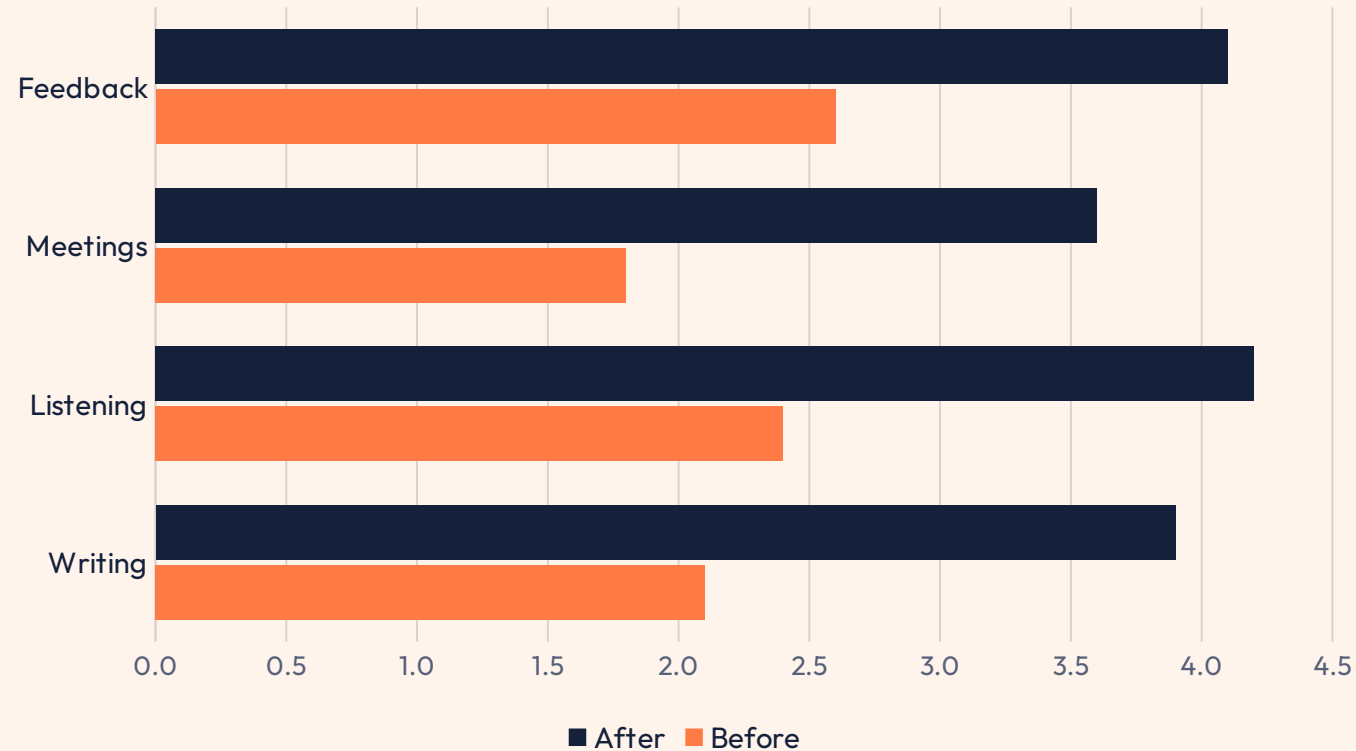
— Workshop facilitator

04

**APPLY**



# Confidence before and after



Self-rated confidence on a 5-point scale (sample data).

*Sample data for illustration — replace with your own figures.*

# Your 30-day action plan



## Week 1

Rewrite three emails before sending.



## Week 2

Paraphrase in every one-on-one.

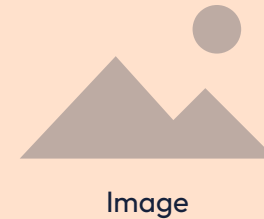


## Week 3-4

Send a summary after each meeting.

# Key takeaways

- Lead with the point
- Listen to understand
- Write it down and confirm
- Practise a little every day





# Now go and practise

Questions, feedback and next steps.

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