

TRAINING WORKSHOP

# Effective Communication at Work

Speak clearly, listen fully, write so people act

Trainer Name · Half day · All employees



# Agenda

01 Introduction

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02 Core skills

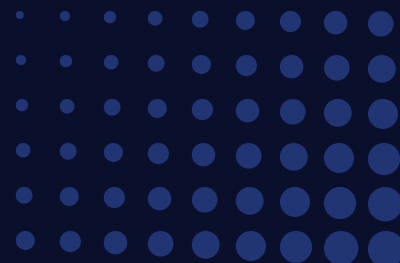
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03 Practice

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04 Apply

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

Why this workshop

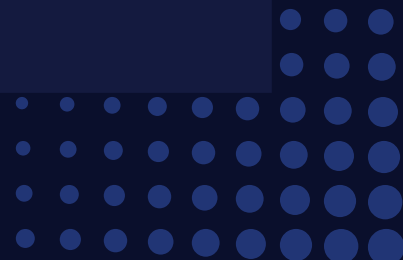
## OBJECTIVES

# 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

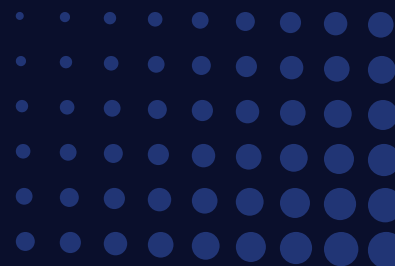
28 min

lost per day to unclear  
emails

3x

faster decisions with a  
written summary

*Illustrative figures for discussion.*



# The three Cs

01

## Clear

One idea per message, the ask up front.

02

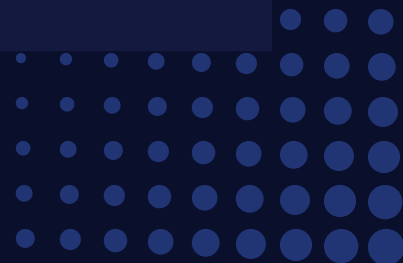
## Concise

Cut words that do not change the meaning.

03

## 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**

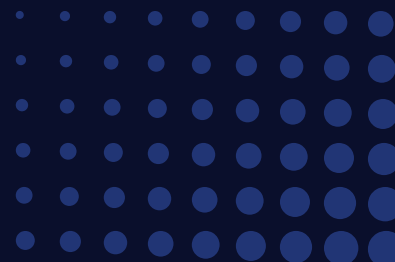
Ask one open question

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4

**Confirm**

Agree what happens next



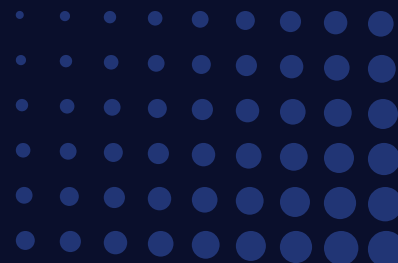
# Do this, not that

## 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



## ACTIVITY

# Try it: Rewrite the email

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.

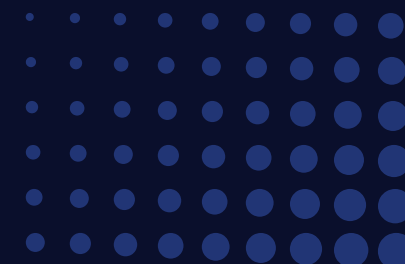


Activity photo / worksheet

# 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.*



## SCHEDULE

# Workshop agenda

**10:00**

### Warm-up

Why messages fail



**10:30**

### Module 1

The three Cs

**11:30**

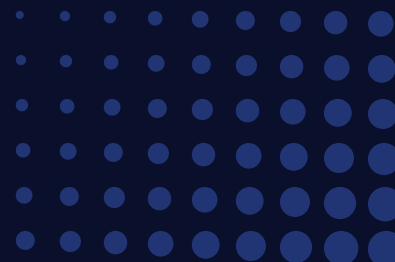
### Module 2

Active listening

**12:30**

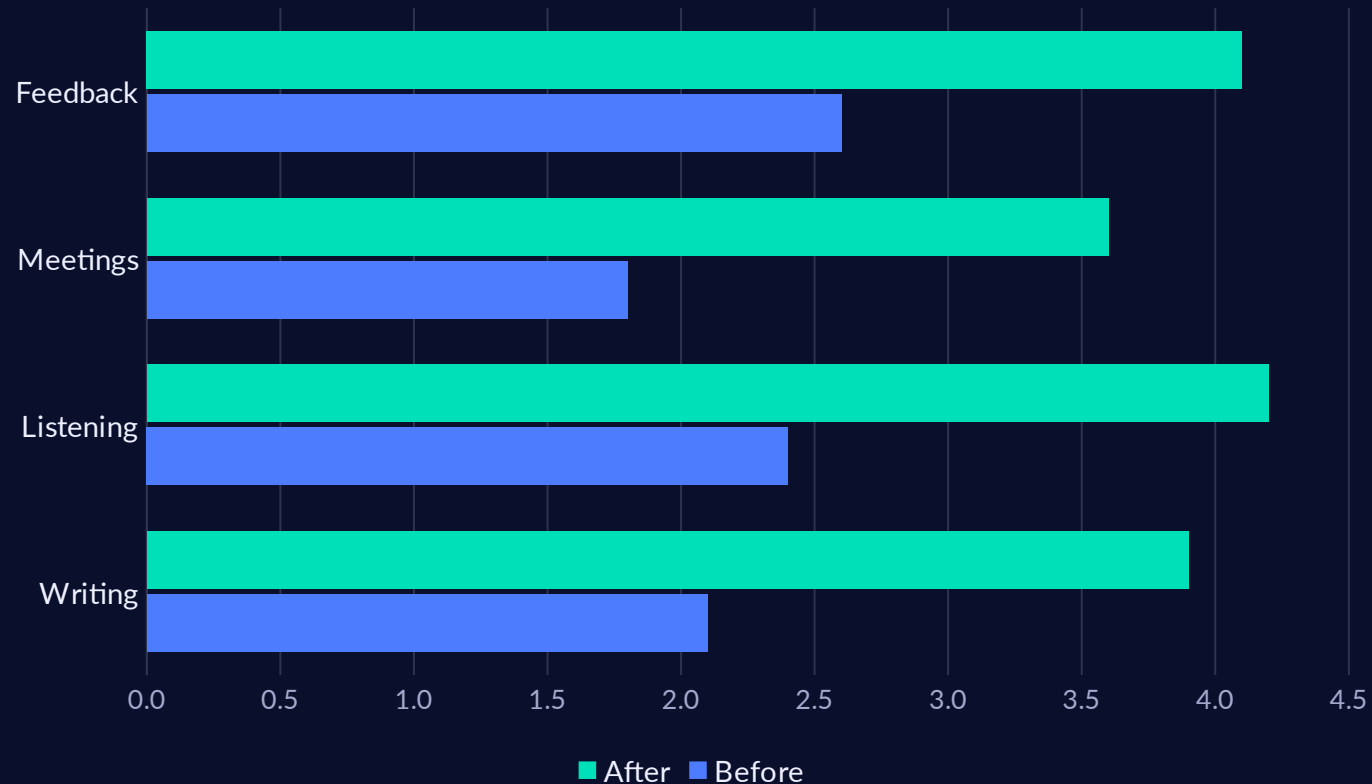
### Practice

Role plays



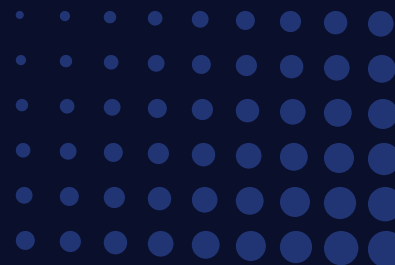
## RESULTS

# 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

01

## Week 1

Rewrite three emails before sending.

02

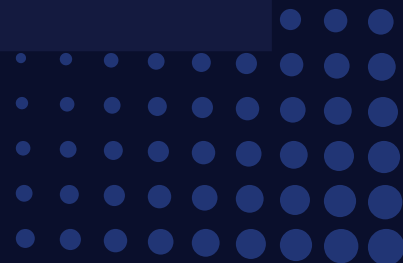
## Week 2

Paraphrase in every one-on-one.

03

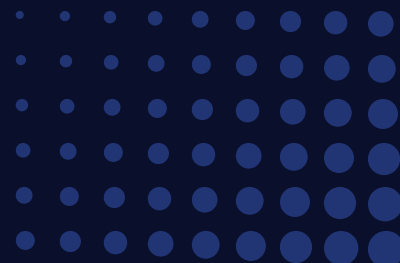
## Week 3-4

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.

Trainer Name

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