

**Soft-Train**



*At Soft-Train  
Technology Works*

# Communicating Up, Down and Across the Organization (2 Days)

**COURSE GOAL:** Build stronger work relationships, gain recognition and deliver high-value results for the organization.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Create new organizational opportunities
- Break down the barriers between team cooperation and organizational effectiveness
- Reduce frustration by building cooperation between groups.
- Build esprit de corps and productive workplace relationships.

**KEY TOPICS:**

**I. The Case for Courtesy**

- A. The Value of Courtesy
- B. Test Your Courtesy Quotient

**II. Everyday Courtesy as a Credibility Builder**

- A. Twenty First Century Manners
- B. Credibility : Creating it and Keeping it
- C. Develop Your Gratitude
- D. I See What You Are Saying
- E. What is Going on Here
- F. Tell Me Less
- G. Praiseworthy Praise
- H. What did you say?
- I. Convenience or Curse?
- J. Travel Courtesy

**III. Best Behaviors at Work**

- A. Terror on Both Sides of the Desk
- B. The New Job
- C. Office Space
- D. E-Mail
- E. Using the Telephone Productively
- F. Are we having a Casual Crises?
- G. Getting along with your Manager
- H. Loving you enemies
- I. When your best friend becomes your boss
- J. How to leave a job
- K. Refuse to Schmooze and You Lose

- L. Let's Do Lunch
- M. Standing Out in the Crowd
- N. He Said, She Said

**IV. Handling Sensitive Issues**

- A. When Silence is not a virtue
- B. When an Apology is in order
- C. Tell it like it is
- D. Confronting with Courtesy
- E. When the worst happens
- F. Citizenship in the Global Village