

# Challenging Virtual Communications

 2 hours



## Learning Objectives

- + Identify and improve your virtual communication
- + Virtual Communication: Traps
- + Create safe environment for other to share their understanding and opinions.
- + Understand and manage emotional responses
- + Speak openly without risking everything
- + Learn how to use the Seven Cs in virtual communication
- + Manage your voice toolbox



## Learning Tools

- + Stories
- + Real life work scenarios
- + Group Exercises
- + Self Assessment
- + Infographics



## Your Takeaways

- + Communicate effectively virtually with internal and external clients
- + Manage challenging virtual conversations
- + Achieve better Results

## Learning Modules

- + How to spot the conversations that are keeping you from what you want.
- + How to stay focused on what you really want in virtual communications.
- + How to know when safety is at risk in virtual communications.
- + Challenges in virtual communications.
- + How to stay in dialogue in a virtual world when you're angry, scared, or frustrated.
- + Effective virtual communication techniques.
- + Emotional intelligence in virtual communication
- + How to turn challenging conversations into action & results.
- + Action Plan