



Defining a BETTER Way to Operate

Improve organizational communication. Bridge generational gaps.

Are You a Highly-skilled Communicator?

The first and last exercise of The Loyalty Solutions Group workshop asks the following questions. The questions are meant to engage the participants into a discussion of the communication skills that are taught as the pathway to becoming a highly-skilled communicator.

Commitment-based Certification Quiz

- 1** What are the top 2-3 behaviors that you can do to demonstrate that you are a good listener?
- 2** What are the 3-5 behaviors that build a high level of trust and respect with the individuals you are working with?
- 3** How many ways can you use the 5 "W'S" and an "H" to improve your communication outcomes? - What • Why • When • Where • Who • How
- 4** How do you manage other peoples expectations of your behavior?
- 5** How does getting feedback from people with which you work and collaborate impact success?
- 6** What behaviors are important in managing disagreements and defusing conflict?

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- 7 How do you create clear messages to communicate to those around you?
- 8 How do you transfer the ownership of a project or initiative to get it done?
- 9 What is the most important aspect in defining a solution to a organizational problem?
- 10 What is the best way to encourage organizational collaboration?
- 11 What impact does personality profiles (introvert/extrovert) have on interpersonal communication?
- 12 What are the most important things that you can do to mitigate the impact of social media?
- 13 Write a short paragraph the best describes your vision of what a **Community of Highly Skilled Communicators** looks like.



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