



## Remove the Blocks to Better Communication

Success depends upon one's ability to communicate effectively. Reflective listening, skillful questioning and the ability to flex your communication style are among the keys to establishing rapport, creating relationships and getting things done through others. They are also among the foundational building blocks of our curriculum.

"Our programs provide the models, tools and practice necessary for those important conversations that managers and leaders must be able to conduct with expertise and finesse.

### Skills/competencies addressed by JDA's Communication Training Programs:

- \* Adapting one's behavioral style to reduce tension
- \* Checking-in for clarity
- \* Conducting the difficult conversation
- \* Creating agreements
- \* Giving & receiving feedback
- \* Handling conflict
- \* Influencing
- \* Questioning
- \* Reflective listening
- \* Speaking assertively

## About Us

Since 1989, JDA has focused on improving the performance of the world's top companies. Its services span skill-based training, leadership development, executive coaching and team alignment. Through JDA's expertise and unique "Performance-Sustaining" process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: [www.jdainternational.com](http://www.jdainternational.com).