Communication Analysis Tool

This tool is designed to help you identify available workshops and on-line courses to consider as you are using the Professional Development Worksheet to develop your Action Plan.

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<th>Communication Competency</th>
<th>Statements</th>
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| The Communication Process | 1, 2, 3, 4, 5 | • Interpersonal Communication Skills  
• Improving Interpersonal Communication Skills (on-line)  
• Lost in Translation: Navigating Intercultural Communication in the Workplace |
| Communication Styles | 6, 7, 8, 9, 10 | • Interpersonal Communication Skills |
| Communication Through Conflict | 11, 12, 13, 14, 15 | • Conflict Management Skills in the Workplace  
• Assertiveness Training  
• Leading Up – Strategies for Succeeding With Your Boss |
| Feedback | 16, 17, 18, 19 | • Coaching  
• Interpersonal Communication Skills  
• Improving Interpersonal Communication Skills (on-line)  
• PATHways to Success: Supervisory Best Practices for Managing Employee Performance |
| Cultural Barriers | 20, 21, 22, 23 | • Interpersonal Communication Skills  
• Developing Cultural Competence in the Workplace  
• Lost in Translation: Navigating Intercultural Communication in the Workplace. |
The Communication Process  (Statements 1, 2, 3, 4, 5)

Have you ever met people who just talked to hear themselves talk? Effective communication should always have a purpose. Communication is a complex skill that requires a sender and receiver and elicits a mutually understood message. There are many circumstances where this process can encounter barriers. The following workshops help you understand the communication process and give you strategies to overcome barriers to communication in order to create a mutual understanding:

Interpersonal Communication Skills  
Improving Interpersonal Communication Skills (on-line course Train Traq # 2111260)  
Lost in Translation: Navigating Intercultural Communication in the Workplace

Communication Styles  (Statements 6, 7, 8, 9, 10)

Are you a Dove, Owl, Peacock or Eagle? We all have a primary communication style and we all interact with others who may share our communication style or have a unique communication style of their own. Conflicts often occur when we are unable to give people information in a style that they prefer. The following course helps you to identify your primary communication style, recognize communication style traits in others, and identify methods to adapt your communication style to ensure your message is heard:

Interpersonal Communication Skills

Communicating Through Conflict  (Statements 11, 12, 13, 14, 15)

Miscommunications often cause conflicts in the workplace and can lead to important deadlines being missed and crucial tasks not being completed. Supervisors often find the need to communicate with employees and colleagues on sensitive topics. Ineffective supervisors will hide their head in the ground and hope that the conflict will just go away. Effective supervisors realize that conflict occurs; they are able to approach conflict in an assertive manner that enables all parties to be heard and allows a common understanding to be found. The following workshops will help give you the confidence you need to communicate in sensitive situations:

Conflict Management Skills in the Workplace  
Assertiveness Training  
Leading Up – Strategies for Succeeding With Your Boss
Feedback (Statements 16, 17, 18, 19)

Ken Blanchard once stated “Feedback is the breakfast of champions.” What are you serving? Supervisors often think there are two ways in which to give feedback – negative or positive. In truth, feedback has many forms. Great supervisors know that feedback is one of their main tools for helping their employees grow and reach their goals. These supervisors not only give feedback, but are open to accepting feedback from others. The following workshops will help you develop your skills in giving and receiving feedback:

  Coaching
  Interpersonal Communication Skills
  Improving Interpersonal Communication Skills (on-line Train Traq # 2111260)
  PATHways to Success: Supervisory Best Practices for Managing Employee Performance

Cultural Barriers (Statements 20, 21, 22, 23)

We often communicate under the misconception that everyone else communicates the same way we do. At Texas A&M University, we have the opportunity to work with people from many different cultural backgrounds. Because our work environment is very diverse, supervisors need to be able to identify communication issues that are due to different cultural barriers, adapt their communication style to come to a mutual understanding, and be open to receive diverse ideas and feedback. The following workshops will help you to understand cultural implications in your communication:

  Interpersonal Communication Skills
  Developing Cultural Competence in the Workplace
  Lost in Translation: Navigating Intercultural Communication in the Workplace