



2009 High Performance Communication
Course Outline

Course Title: High Performance Communication Workshop	
Day/Time: Per the information at www.PathfinderCommunication.com/services.cfm	Class Location:
Instructor: Gregg Oliver	Vision Pulse Bldg
Phone: 858-245-9802	10211 Pacific Mesa Blvd, Suite 401
Email: Gregg.Oliver@PathfinderCommunication.com	San Diego, CA 92121
<p>Course Description: Course is given in three sessions. Each session is 7 hours and is followed by a two-week long “mastery period”, during which students practice their skills in their ‘real world’ environments and are individually mentored by the instructor via electronic communication (email, messaging, telephone, etc).</p> <p><u>High Performance Communication Workshop</u> - Instructs students in the models, methods, and tools underlying five critical aspects of business communication aimed at improving business results.</p> <ul style="list-style-type: none"> • Learning – Techniques that optimize learning in order to master and retain skills taught throughout the course. • Relationship Management – Learning and adopting perspective that optimizes productivity in business relationships. • Critical Discussions – Developing well-informed group decisions using inductive logic and critical thinking. • Influence – Techniques central to promoting behavioral changes in others. • Persuasion and Negotiation – Techniques that promote preparation and execution of winning agreements using collaboration. <p>Students will learn how to identify key practices necessary to create desired outcomes, select materials in order to best master the required skills, and plan / execute effective practice in order to attain mastery.</p> <p>Students will use models, methods, and tools to manage working relationships with superiors, subordinates, and peers in order to open communication channels and optimize group performance.</p> <p>Students will use models, methods, and tools and apply them in problem-solving discussions in the workplace, emphasizing techniques used in approaching problems as a team and elicit “best possible” strategies as a group.</p> <p>Students will learn how to analyze problem-solving discussions and rate potential solutions as a basis for comparison.</p> <p>Students will learn to develop persuasive and compelling perspectives in order to support selected courses of action.</p> <p>Students will learn the elements of negotiation, and proper preparation / execution of negotiations.</p>	
Prerequisites and/or Course Restrictions: None	
Course Format: Lecture, Exercises, Lab, and Coaching	
Course Assignments, Due Dates, and Grading: All graded assignments and exercises will be completed in class and graded the day of the class. Exercises done outside of class will not be graded. Certificates of Completion will be given to those that attend the full session and successfully participate in the class work.	
Course Schedule: Per the information at www.PathfinderCommunication.com/services.cfm	



2009 High Performance Communication Course Outline

Required and Recommended Reading: No prerequisite reading. Reference Materials supplied by the Instructor.

Participation Policy: Participants are expected to arrive at least 5 minutes before the start of class, ready to work. Participants are expected to take part in the exercises. Participants are expected to keep disruption to a minimum, return from breaks and lunch on time, and stay until the scheduled end of class unless released earlier by the instructor.

Price / Method of Payment: Per the information at www.PathfinderCommunication.com/services.cfm

Cancellation Policy: Per the information at www.PathfinderCommunication.com/services.cfm

Last date to pay for class: 10 calendar days before date of class

Topics –High-Performance Communication *(These six topics delivered in 21 hrs of classroom time):*

1. Class Overview
 - a. Why us, Why now?
 - b. Better Communication, Better Decisions, Better Results
2. Learning Skills
 - a. Mechanics of Learning
 - b. Selecting Skills to Learn
 - c. Developing Tasks and Measures
 - d. Anatomy of Proper Practice
 - e. Staying Motivated
3. Relationship Management
 - a. Overview of Business Relationships
 - b. Model of Relationship Conflicts
 - c. Adopting a Productive Perspective (THE S²COR⁴E™)
 - d. Moving from Message Delivery to Curiosity
 - e. Dealing with Defensiveness and Blame
 - f. Dealing with Feelings and Gambits
 - g. Finding Middle Ground
4. Critical Discussions
 - a. Overview of Critical Discussion
 - b. Model of Controversy
 - c. Methods of Formulating Inquiry
 - d. Model of Critical Discussion
 - e. Moving Through a Critical Discussion (The CIRCLE Model™)
 - f. Weighing Evidence and Inference
 - g. Logical Fallacies
5. Influence
 - a. Overview of Influence
 - b. Model of Influence
 - c. Influencing a Group
6. Persuasion and Negotiation Essentials
 - a. The Components of Persuasion
 - b. Developing a Persuasive Perspective
 - c. Types of Negotiations
 - d. Negotiation Tactics