

Title: Talk Isn't Cheap

Production Company: Video Visions

Reorder Information:

Video Visions

www.videovisions.net

1-800-929-3355

310-338-9620

Length: 19 minutes (English and Spanish audio tracks)

Synopsis:

Material Included:

- DVD
- Training Leader's Guide

Miscommunication can cost your organization money. In order to be profitable, everyone must take personal responsibility for clear communication within the organization. There are four main rules of communicating that will be introduced in order to reduce costs in time, morale, and money:

1. Make Yourself Clear
 - a. Make A Wishlist
 - b. Wait Your Turn
 - c. Keep It Simple And To The Point
 - d. Be Specific About Critical Details
 - e. Get Feedback
2. Reinforce Your Message
 - a. Don't Assume
 - b. Use Visuals
 - c. Get A Recap
3. Listen Actively
 - a. Speak Up
 - b. Ask Questions
 - c. Reconfirm
4. Find the Hidden Messages
 - a. Open A Door
 - b. Don't Get Defensive
 - c. Ask For Solutions

The Training Leader's Guide provides several suggested training sessions that consists of group discussions, worksheets, and an evaluation for after the training program. Also included are several pages in the workbook and slides on the DVD that may be used for overhead projection during the training program.