

Overcoming Communication Styles and Assumptions

Workshop Length:	2 hours
Audience Size:	Up to 100
Suggested Audience:	Managers and staff
Location:	Your choice

There has never been a better time to invest in your employees' leadership skills. Leadership Austin equips organizations with the capability to navigate in today's changing environment and cultivates skills that nourish the well-being of an organization.

Strong internal communication is critical to organizational success. During this interactive, two-hour session with staff members, participants learn how to address barriers to communication such as differences in vocabularies, cultures, personal interests, and subject matter familiarity. The workshop coaches staff members and managers in:

- Reading and comprehending what the other person is trying to say
- Informing and educating colleagues without hurting feelings
- Correcting the communication process rather than an individual's personal style
- Reducing the differences, distractions and assumptions that impede successful communication

Participants leave the session with improved communication skills and tools to enhance the organization's ability to share information and opinions in a constructive manner.

This highly interactive session is facilitated by Heather McKissick, President/CEO of Leadership Austin. Heather has more than 15 years of experience in the field of Organizational Development and Leadership Development and has delivered this workshop to corporations, non-profit and community based organizations alike.

Leadership Austin's mission is to develop and create community among leaders of all walks of life. Leadership Austin is committed to its core values of community trusteeship, inclusiveness, collaborative decision making, and personal responsibility.

Contract Programs bring leadership development services to the doorstep of Austin area businesses and community organizations, expanding Leadership Austin's reach and impact on Central Texas. Fees generated by Contract Programs fund Leadership Austin's operations and support our ability to provide outstanding leadership programs to a larger audience. Leadership Austin has provided these programs to top area organizations such as the Ronald McDonald House, Scott & White Hospitals, the Jewish Community Center of Austin, and UT Austin McCombs School of Business.



Heather McKissick is an organizational development and communication specialist with specific expertise in leadership development, change management and workgroup facilitation. Since 2007, Heather has served as Leadership Austin's President and CEO. As the former Director of Organizational Development and Education for the Seton Healthcare Network she was responsible for employee and leadership development initiatives for more than 10,000 employees across Central Texas. Prior to working for Seton, she was Manager of Technology Services' Learning and Performance at the Lower Colorado River Authority (LCRA), assisting their Corporate Services business unit develop action plans for improved employee engagement and workplace communication. She is also a former Global Communication Specialist for Motorola Semiconductor Product Sector, and the former Assistant Dean of Humanities at St. Edward's University, where she also served as a faculty member and advisor to graduate and undergraduate students.