

Introducing the *I-Skills Zone*

The Newest and BEST set of Practical Tools for Productive Communication*

What a Difference Skills Make!

The ability to understand and communicate in critical situations is essential in today's fast-paced, complex, and competitive environments. This ability includes knowing how to manage our natural urges which pull a person into negative, unproductive behaviors.

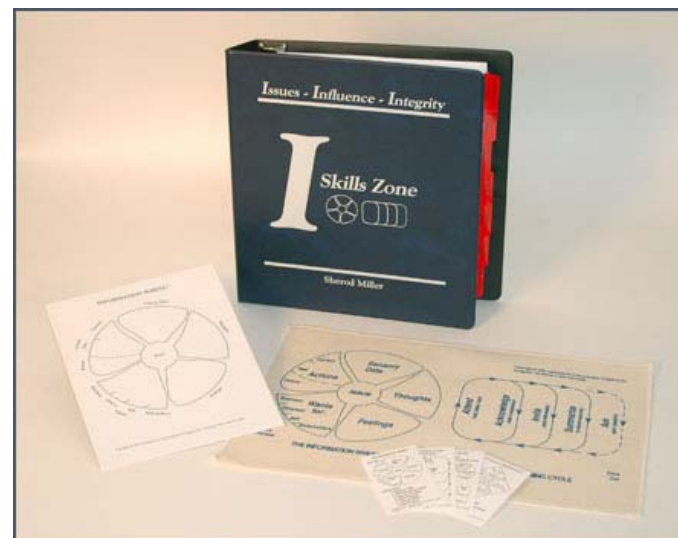
The “**I**” in the *I-Skills Zone* stands for processing **Important Issues** effectively with rich **Information, Influence, and Integrity**, both one-on-one and in teams. More than a program, the *I-Skills Zone* provides a foundational system that facilitates a wide-range of challenging, on-the-job processes:

- Team Building
- Decision-making, Problem-solving and Conflict-resolving
- Individual and Team Coaching
- Leadership Effectiveness
- Performance Improvement
- Managing Change
- Organizational Development

Companies spend large sums of money building “common operating systems” to connect computers throughout their organization. When the *I-Skills Zone* becomes part of an organization's culture it provides a common collaborative “human operating system” for conducting productive conversations and building strong relationships, both inside and outside the company. Profitability and productivity increase when players are on the same page – share a common language – for discovering, discussing, and aligning critical information.

The *I-Skills Zone* teaches a practical, comprehensive, and powerful system of communication skills, principles and strategies – to

*from Interpersonal Communication Programs, Inc.



apply immediately for handling a wide range of challenging, on the job situations. The material can be customized around your specific training needs.

Typical 8 hr. Workshop Content

I-Skills Zone concepts and skills are based on modern information and complex adaptive systems theory, grounded in neurobiology.

The system contains SEVEN MODULES:

1. Styles of Communication – functional and dysfunctional communication
2. Think Systems – outcome criteria for facilitating profitable decisions
3. The Information Wheel (the structure of all issues) – and six talking skills – for bringing clarity to situations
4. The Listening Cycle – including five listening skills – for gaining rich information and solid understanding
5. Mapping Issues – collaborative processes for creating “best fit” systemic solutions
6. Skilled Communication (the *I-Skills Zone*) – principles for managing self and connecting with others to stay in the *I-Skills Zone*, communicating constructively, avoiding ineffective, sometime destructive forcing, fleeing, falsifying, or floating behaviors.
7. Application Guidelines – strategies for preparing for and conducting critical conversations, responding to Fight and Spite Talk, turning resistance into a resource, giving and receiving positive feedback, preparing for and conducting performance reviews, and conducting team meetings.

Learning Methods

Our workshops are interactive and engaging, challenging participants of the *I-Skills Zone* to choose their own real challenging issues/situations (not other peoples’ circumstances or contrived case studies) for practicing and applying the material. Additional methods include brief conceptual presentations and live demonstrations, plus the use of innovative, interactive skills mats to accelerate learning with coaching and feedback.

Bring *I-Skills Zone* to your Organization!

Contact us for a FREE Quote



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