

## Course: Communicating with Intention

Section	Topic	Suggested Content	Suggested Activities	Notes
<b>PreWork</b>	Provide Foundational Knowledge need for class	Define Effective Communication  What does Effective Communication foster  Different Communication Tools at <b>Organization X</b> (i.e. Town Halls, Tru North, Cascades)	Welcome Video that plays prior to class and is sent prior to class meeting	ABC Format. Will be fleshed out as we go
<b>Introduction</b>  <i>Est. Time: 7 minutes</i>	Establish Learning Environment	A. Class Opening Slide   B. Class Guidelines   C. Learning Intentions Slide	<b>A. Class Opening:</b> Facilitator identifies class and give quick welcome  <b>B. Class Guidelines</b> Facilitator reviews slide  <b>C. Learning Intentions</b> a. Quick poll Question "On a scale of 1-5, How important	

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			<p><i>is for the audience to understand the topic of meeting prior to convening?"</i></p> <p>Facilitator ties into how effective communicating with intention begins with establishing expectations for all stakeholders.</p> <p>Facilitator briefly discuss how expectations establishes a culture and tie into the culture of learning in the course.</p> <p>Review Learning Intention (<i>Should cover what the facilitator expects and what audience should expect from facilitator and others in the group</i>) Slide</p> <p><b>D.Learning Outcomes</b></p>	

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		<p>D. Learning Outcomes</p> <p>E. <b>Organization X</b> Values</p>	<p>Facilitator reviews outcomes slide</p> <p><b>E.Organization X Values</b></p> <p>a. Facilitator shows slide</p> <p>b. Facilitator uses a poll to ask participants to pick the value they think is most important to communicating with intention</p> <p>Discuss how class will revisit at the end of the course to see if perceptions change</p>	
<p><b>IceBreaker</b></p> <p><b>Est. 3 minutes</b></p>	<p>Get people comfortable interacting</p>	<p>Quote Options:</p> <p>A. In teamwork, silence isn't golden, it's deadly." — Mark Sanborn</p> <p>B. To effectively communicate, we must realize that we are all different in the way we perceive the world and</p>	<p>Show quote ask people to reflect on quote.</p> <p><i>Activity Directions:</i></p> <p>In this activity, I ask that two people come off mute to share their reflection. However, I am asking</p>	

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		<p>use this understanding as a guide to our communication with others." — Anthony Robbins</p> <p>C. The art of communication is the language of <a href="#">leadership</a>." — James Humes</p> <p><b>D."We are stronger when we listen, and smarter when we share." — Rania Al-Abdullah</b></p>	<p>everyone to give a positive response in the chat or using the interaction tool to respond to the people willing to share.</p> <p>It is important that when someone is communicating we also engage to show we are interested whether its verbal or nonverbal.</p>	
<p><b>Course Content (Outcome 1)</b></p> <p><i>Est. 15 minutes</i></p>	<p>Ways to effectively Communicate with your team and your stakeholders</p>	<p>a. Discuss how to use the <b>Organization X</b> Communication tools within a department</p> <p>b. Review examples of how successful leaders communicate</p>	<p>A. Review Examples</p> <p>B. Stoplight Reports</p>	<ol style="list-style-type: none"> <li>1. Sharing Cascading and DEI Updates</li> <li>2. Sharing information with Team from <b>Organization X</b> communications (Town hall, cascade, tru north and other leadership communications)</li> <li>3. Meeting Agenda</li> <li>4. Writing Emails and ABC format (When and Why)</li> </ol>

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		with teams (i.e. Types of Meetings and Agendas)		5. Stoplight Report 6. Listening Tips 7. Active Listening Tips 8. Role of Social Media and other mediums Limits?
<b>Course Content (Outcome 2)</b> <i>Est. 15 minutes</i>	Identifying your own communication and communication style for your department	A. Review Types of Communication Styles B. Review the various types and how they interact C. How to use to your advantage and meet the needs of your team and their style D. Focus on communicating in a way that meets the needs of team members to be successful. (Meet people where they are at)	Engagement Activity: Maybe take the communication style test in the class	Walk thru of a free assessment and ask to take the test prior to class  Think about communication style of their team  Address generational communication needs
<b>Course Content (Outcome 3)</b> <i>Est. 15 minutes</i>	Establishing Transparent Communication		Engagement Activity: Video (Maybe a TedTalk) about	Attributes of communication: Timely, Accurate, Consistent, Empathetic, intentional in how

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			transparent communication	it is framed and being mindful of how it is received  (Louise Evans presenting 5 chairs)
<b>Course Content (Outcome 4)</b> <i>Est. 15 minutes</i>	Connection Strategies  (When and How)	A. Review ways leaders can connect with team (Rounding, 1:1 B. Demonstrating Empathy, Active Listening,	Engagement Activity: Participants placed in breakout rooms and given a profile. Group has to identify at least 3 questions from the Communication and Additional Statements tab of <a href="#">2024 Focused Listening Questions Final</a>	Active Listening  Suggested Rounding Questions to enhance communication  Are you available and what is your response time (Email, Teams Chat)  Unwritten Rule (Response 48 hours)  Effective Emails
<b>Wrap Up</b>  <b>Est. 15 minutes</b>		a. Application Activity	Create an agenda for a Team Meeting addressing a preselected issue and integrating communication pieces that	

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		b. Review Learning Outcomes	<p><i>Organization X</i> has as well as a tool covered in class</p> <p>b. Review Learning Outcomes Slide</p>	
<p><b>Reflection</b></p> <p><b>Est. 5 minutes</b></p>		<p>A. Show <i>Organization X</i> Values Slide</p> <p>C. Learning Journey Slide</p> <p>C. 3,2,1 Slide</p>	<p>a. Repeat <i>Organization X</i> Values Poll</p> <p>b. Identify where the group is at in the Learning Journey</p> <p>c. Show the 3,2,1 reflection slide</p>	
<p><b>Closure</b></p> <p><b>Est. 3 minutes</b></p>		Feedback slide	Ask participants to complete survey	

**CoP Channel Ideas:**

Take the Communication Quiz and Share with the Group

**Resources:**

Communication Style Quiz Options

[Take Our Quiz | What's Your Workplace Communication Style? - Idealist](#)

[Microsoft Word - Communication Styles-assessment-ESA!](#)

[Microsoft Word - Leading Teams - Joe Edit](#)