

### The Unique LMI Process

LMI delivers a process that not only provides skill and competency development but changes the attitudes and behaviours of the participant.

To ensure that measurable results and a Return On Investment are achieved:

- ✓ Specific workplace goals for learning and performance improvement are established in consulting between the Participant and Company Management, refined in 2 up-front sessions
- ✓ Support from the LMI Facilitator guides the Participant's "on the job" application of the learning
- ✓ Complete resource materials allow multi-sensory learning
- ✓ Eight interactive sessions are facilitated in convenient bi-weekly workshops
- ✓ Participants present key results and a summary of course accomplishments at a special Graduation Meeting. Certificates are awarded

#### Session One:

##### ***Introduction to Concepts***

Concepts of Success, Motivation & Attitude Changes  
 Organizational Climate Survey  
 Individual Self-Image Profiles  
 Success as Related to Past Conditioning  
 Attitude and Habits – The Effective Motivators  
 Multi-Sensory Learning  
 Spaced Repetition  
 The Power of Goal Setting

#### Session Two:

##### ***Goal Setting***

Validation of ROI  
 Developing Personal Related Goal Planning Sheets  
 Developing Business Job Related Goal Planning Sheets  
 Fine Tuning Goal Tracking Systems  
 Integration of My-Tyme Planner with Goal Planning Sheets  
 Profile Evaluation Awareness and Integration into Goal Planning Sheets

#### Session Three:

##### ***Communicating for Results***

Communication – The Essential Human Connection  
 Rewards of Successful Communication  
 Communication Skills Can Be Learned  
 Attitudes for Improving Communication Skills  
 The Three Cs of Communication  
 Setting Communication Goals

#### Session Four:

##### ***The Psychology of Communication***

Understanding Yourself  
 What Motivates People  
 Basic Styles of Behaviour and Communication  
 The Authentic Communicator

#### Session Five:

##### ***Understanding – The Key to Effective Communication***

The Two-Way Process of Communication  
 Levels of Communication  
 Barriers to Listening  
 Involving the Other Person in Communication  
 Attitudes for Effective Listening  
 Interpreting Nonverbal Communication  
 Intentional Versus Unintentional Body Language  
 Reading Body Language  
 Overcoming Communication Barriers

#### Session Six:

##### ***Communicating by the Written Word***

The Widespread Use of Writing to Communicate  
 Preparing to Write  
 The Visual Connection  
 Vital Postscripts

#### Session Seven:

##### ***Problem Solving Through Communication***

Problem Prevention  
 Choosing a Constructive Approach to Handling Challenges  
 Communication as a Coaching Tool  
 The Emotional Factor

#### Session Eight:

##### ***Building Successful Relationships Through Communication***

The Benefits of Good Communication  
 Meetings – A Golden Opportunity for Effective Communication  
 Planning for a Meeting  
 Choosing the Appropriate Purpose and Format  
 Strategies for More Productive Meetings  
 Preparing and Delivering a Presentation  
 Experiencing the Human Connection

This program will help you improve your communication skills, overcome communication barriers, understand styles of behaviour and various ways of communication and solve problems through communication. You will learn the art of active listening and communicating in groups – from planning to presenting.