Communication Mystery: Solved is an accelerated learning program in which learners will complete a series of activities through which they will learn communication skills, as well as uncover a murder mystery. The instructor plays both the trainer, as well as another role. The theme transports participants through assertive speaking skills, active listening skills and appropriate conflict resolution techniques, all the while trying to figure out the "who done it" mystery theme. It is an innovative and fun way to learn how to communicate.

Next Steps:

- Challenging Negative Attitudes
- Customer Service Over the Phone
- Emotional Intelligence
- Multi-Generational Workplace
- Organizational Trust
- Resolving Workplace Conflict

Benefits Include:

- Recognize common myths and facts related to communication
- Understand the value or destructiveness of assumptions
- Distinguish the four paths of expression
- Practice using assertive, positive language when communicating with others
- Use active-listening skills to communicate with others in a group
- Practice effective listening techniques
- Practice successful problem solving techniques

To learn more visit LFCCworkforce.com or call 540-868-7021
## Course Outline

### Description

| Chapter One: | Communication basics  
|             | • Introductions  
|             | • The story  
|             | • Communication tug of war  
|             | • Assumptions: Good or bad? |
| Chapter Two: | Uncovering assertive speaking skills  
|             | • The four paths of expression  
|             | • What is assertive speaking? |
| Chapter Three: | Discovering active listening  
|             | • What is active listening  
|             | • Obstacles to active listening |
| Chapter Four: | Problem solving and communication  
|             | • Understanding communication through problem solving  
|             | • Create your own conclusion  
|             | • Action plan |