

# Caliper University Course Overview

## Communicating to Achieve Results

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### Learning Objectives

1. Identify your preferred communication style, its strengths, and its challenges
  2. Identify the three other communication styles
  3. Learn how to flex your communication style in listening, questioning, and responding to communication challenges.
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### Course Outline

#### Understanding the Communication Styles of Yourself and Others

Content: Communication styles based on team roles, including self-reflection and group discussion

Activities: Introduction of individual results for communication styles, small-group discussion of communication styles, and group discussion of barriers to communication

#### Applying Styles in the Communication Process

Content: Overview of the communication process and the application of team roles within this process

Activities: Small-group discussion about team roles and how they affect each stage of the communication process

#### Using Two Powerful Communication Tools

Content: Introduction of the contextual listening tool, introduction of effective questioning, and a review of “good” vs. “bad” questions

Activities: Discussion of “judge” vs. “learner” questions

#### Flexing Your Style in a Present Day Scenario

Content: Mapping a communication approach

Activities: Small group practice with self-generated scenarios, including self-reflection, small-group discussion, and a full-group debrief

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### Take-Home Resources

Individual Results | Caliper Profile Insight Report  
Handout | Course Summary  
Handout | Communication Styles  
Individual Results | Team Roles Report  
Handout | Adapting Your Style