KCI
TRAINING

Communication Skills Training

Think like a wise man, but communicate in the language of the people. - Yeates

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KCI TRAINING PROGRAM INTRODUCTION

Presentation Skills

Our award-winning Listener-Based Presentation Skills programs have been designed to fulfill a variety of specific communication needs. Becoming an effective presenter is a difficult process. KCI's presentation programs utilize our proprietary POD process that teaches participants to Plan, Organize, and Deliver finely crafted messages that captivate audiences and deliver positive results.

Presentation Skills programs offered include:

- Briefing Techniques
- Leadership & Strategic Communication Skills
- Listener-Based Presentation Skills
- Mission Critical Communication Skills
- Executive Coaching
- Technical Communication Skills

Many of our Presentation Skills programs offer blended online prework prior to the instructor-led workshop. This schedule eliminates training day stress and avoids wasted time. During the presentation delivery exercises focus shifts to understanding verbal and non-verbal delivery techniques. Participant's presentations are recorded and critiqued. In some of our workshops, learning to manage hostile Q&A sessions are an integral part of the program.

KCI Presentation Skills teach participants to understand that audiences need to know:

- What's the story? Why does this topic matters to you, why should matter to them, and what needs to be done?
- What do you want them to know?
- How do you want them to do?

When audiences receive the answers to the above questions they are more likely to assist the presenter. When audiences feel overwhelmed by meaningless data, often they do nothing. Your presentation time and effort are wasted, and audiences may feel you've wasted their resources.

Conflict Management

Conflict is part of both our professional and personal lives. Learning to manage conflict, establish guidelines that encourage new ideas and open communication while preventing animosity, is an extremely valuable process.

- Conflict can be positive, leading to improvements in processes and attitudes.
- Conflict can be negative, leading to loss of productivity and teamwork.

During the program we discuss communication styles and participants enjoy the Kraybill Style Inventory. After learning how they personally respond during calm and tense interactions, participants learn to use varied communication styles and how to respond to the communication styles of others. We discuss emotions and the importance of learning how to gauge the value of the relationship verses the importance of your agenda during interactions. KCI's Conflict Management program identifies the early signs of potential conflict, and provides skills that can be used to encourage positive outcomes. We also address how to more effectively control conflict, and what to do when conflict escalates.

Following the workshop, we include a post-workshop online, self-paced training program. This allows participants to acquire insight regarding conflict management during the workshop, and an opportunity to internalize, and integrate these skills into their behavior.

Writing Skills Training

For over twenty-five years these extremely effective programs have been used by Fortune 100 corporations to ensure their staff utilize consistent writing processes and best techniques. In these programs, we discuss the evolution of the "new rules" of writing including the appropriate use of emails, instant messaging, texts, emoticons, acronyms, and salutations.

Writing Skills programs offered include:

- Email Skills, helps increase efficiency and productivity by up to 30%.
- Reader-Based Writing 1.0, quick review, or learning English as a second language.
- Reader-Based Writing 2.0, an advanced writing skills program

KCI's proprietary POWR development process enables writers to Plan, Organize, Write, and Revise their documents. This process enables the quick creation of well planned, organized, and concise messages.

KCI Training programs are delivered during instructor-led workshops, executive coaching sessions, and via online programs. These varied delivery methods provide the most appropriate learning setting based upon the number of participants and the training timeframe that works best for you.

Training Delivery Methods

KCI Training provides instructor-led onsite workshops and online learning including blended programs that include both online and instructor-led programs. Many of our onsite, instructor-led workshops include an online prework component to ensure that participants time is well spent with the facilitator.

KCI instructor-led onsite workshops feature varied components and delivery timelines. All courses may qualify for CEU credit.

KCI Program Details

1 Day Instructor-Led Onsite Workshops
KCI Training offers 9, 1 Day onsite, instructor-led workshops

EXECUTIVE COMMUNICATION COACHING

Executive Communication Skills Coaching focuses on communicating more clearly and effectively in a variety of situations. This program is often chosen by executives when they are presenting pivotal ideas, introducing complex processes and/or handling potentially hostile negotiations. Participants select from a menu of essential communication skills. Executive Coaching is facilitated by SME Steven Kanten, PhD, President of KCI. Dr. Kanten has over twenty-five years of business communication coaching experience.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop	Minimum 2	$2,500.00
1 Day Executive Coaching	Maximum 5	All materials are included

LISTENER-BASED PRESENTATIONS

Program participants will learn to create powerful presentations as well as have opportunities to practice their delivery skills. Participants learn the POD process to systematically Plan, Organize, and Deliver their presentations more effectively. They learn verbal and non-verbal communication techniques and they practice their delivery skills during multiple recorded and critiqued practice sessions.

Listener-Based Presentation Skills workshops include an online prework session which allows participants to develop their first presentation prior to attending the workshop, and avoid wasting time. They arrive with a finished presentation in-hand, ready to go. Participants spend more time learning valuable presenting techniques, critiquing methods, and Q&A strategies utilizing the KCI program facilitator's expert advice.

Using KCI's proven techniques, participants quickly produce finely crafted presentations that inspire and captivate audiences resulting in a measurable, positive return on your investment.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop	Minimum 5	$1,200.00
2-3 hrs online prework	Maximum 15	All materials are included
1 Day Listener-Based Presentations		

TECHNICAL COMMUNICATION SKILLS

Technical Communication Skills is a combined Listener-Based Presentation and Reader-Based Writing Skills program specifically designed for technical professionals and delivered either in instructor-led workshops or online. This program is a favorite of engineers, scientists, and others whose complex subject matter can contribute to communication difficulties.

Participants who attend KCI's Technical Communication Skills workshop usually need to organize heaps of information, and they may have limited experience with technical presenting or writing. This inexperience often leads to a failure to communicate key points and/or to engage their audience. Audience evaluation skills are a key component of this workshop.

Understanding why your audience is attending, assessing their interest level in and familiarity with your subject, and clearly defining the action plan you desire your audience to follow, after hearing your presentation are addressed. Using KCI's proven techniques, participants quickly produce finely crafted presentations that inspire and captivate audiences resulting in a measurable, positive return on your investment.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop .75 days Presentation Skills .25 days Email Skills (optional)	Minimum 5 Maximum 15	$1,200.00 All materials are included

CONFLICT MANAGEMENT SKILLS

Throughout our professional and personal life, we're faced with conflict.

- Conflict can be **Positive**, leading to improvements in processes and attitudes.
- Conflict can be **Negative**, leading to loss of productivity and even anger.

During the program we discuss communication styles and participants enjoy the Kraybill Style Inventory. After learning how they personally respond during calm and tense interactions, participants learn to use varied communication styles and how best to respond to the communication styles of others. We discuss emotions and the importance of learning how to gauge the value of the relationship verses the importance of your agenda during interactions. KCI's Conflict Management program identifies the early signs of potential conflict and provides skills that can be used to encourage positive outcomes. We also address how to more effectively control conflict, and what to do when conflict escalates.

Following the workshop, we include a post-workshop online, training program review at no additional cost. This allows participants who have acquired insight regarding conflict management during the workshop, an opportunity to internalize, and integrate these skills into their behavior.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop	Minimum 10 Maximum 30	$500.00 All materials are included

EMAIL SKILLS FOR BUSINESS & TECHNICAL PROFESSIONALS

Email is the #1 most frequently used communication format today. The ability to write effective emails quickly can significantly impact the bottom-line. Using common email formats within your companywide communication allows both the writer and recipient to focus on the content of the email quickly and spend less time sorting information.

In this program, we discuss the evolution of the "new rules" of writing including the appropriate use of instant messaging, texts, emoticons, acronyms, and salutations. Using these high-speed writing techniques, participants learn to write emails that focus on key points. Their emails become clear, concise, action-oriented, and easy to read.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop	Minimum 10 Maximum 40	$500.00 All materials are included

EMAIL SKILLS COACHING

Email is the #1 most frequently used communication format today. The ability to write effective emails quickly can significantly impact the bottom-line. Using common email formats within your companywide communication allows both the writer and recipient to focus on the content of the email quickly and spend less time sorting information.

In this program, we discuss coaching the "new rules" of writing including the appropriate use of instant messaging, texts, emoticons, acronyms, and salutations. We discuss how to deliver appropriate feedback.

*Many clients choose to purchase two of these workshops within one day to suit the scheduling needs of employees, and to ensure productivity during the training.

Duration	Recommended # of Participants	Cost Per Participant
3 Hour Workshop	Minimum 10 Maximum 30	$300.00 All materials are included

READER-BASED WRITING 1.0

KCI's Reader-Based Writing 1.0 program focuses on "Global Business English" skills, correct grammar, and proper word usage. During the workshop, we'll discuss the use of active and passive sentences, strong verbs, and the "new rules" of writing including the appropriate use of instant messaging, emails, texts, emoticons, salutations and acronyms. Reader-Based Writing 1.0 is delivered either in instructor-led workshops or a self-paced online program.

This effective business writing program is recommended for:
- Professionals who desire a quick review of their writing skills.
- Graduates of any "English as a Second Language" program.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop	Minimum 8 Maximum 30	$750.00 All materials are included

READER-BASED WRITING 2.0

KCI's Reader-Based Writing 2.0 is an advanced training program. Participants learn to write clear, concise, action-oriented documents quickly and easily using KCI's high-speed POWR writing process. This process teaches you to Plan, Organize, Write, and Revise everything from quick emails to lengthy, more intricate technical reports. Using KCI's advanced writing techniques, participants learn to focus on the bottom-line. Their writing becomes clear, concise, action-oriented, and easy to read.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop	Minimum 8 Maximum 30	$750.00 All materials are included

BRIEF LIKE TED

This one-day workshop focuses on preparing and delivering clear, concise briefings. This program features a 2-hour, online post workshop refresher course.

The skills you'll need to "Brief like TED" are repeatable and effective.

This program provides skill integration, valuable practice sessions, and recordings.

Duration	Recommended # of Participants	Cost Per Participant
1 Day Workshop	Minimum 8 Maximum 50	$750.00 All materials are included

2 Day Instructor-Led Workshops

BRIEFING TECHNIQUES

Briefing Techniques is one of our most popular Listener-Based Presentation Skills programs. This program is a favorite of corporate and government clients because briefings often include in-depth Q&A sessions.

Participants practice delivery techniques and Q&A strategies that prepare them to defend their position and learn how to reinforce their views using audience participation.

Effective briefings require preparation and clear, critical objectives. KCI's proven techniques teach participants to produce quality briefings that captivate audiences and yield measurable, positive results.

Duration	Recommended # of Participants	Cost Per Participant
2 Day Workshop 2-3 hrs online prework 2 Day Briefing Techniques	Minimum 8 Maximum 15	$1,250.00 All materials are included

LEADERSHIP & STRATEGIC COMMUNICATION SKILLS

Within this program, participants learn to deliver both informative and persuasive presentations with focus on acquiring consensus and delivering concise action plans. KCI's Leadership & Strategic Communication Skills programs blend the best of our Listener-Based Presentations and Reader-Based Writing Skills into highly tailored, unique programs. Leadership & Strategic Communication Skills workshops include an online prework session allowing participants to avoid wasting time developing their first presentation during the workshop. They arrive with a finished presentation in-hand ready to go. Participants spend more time learning valuable presenting techniques, critiquing methods, and Q&A strategies utilizing the KCI program facilitators' expert advice.

Duration	Recommended # of Participants	Cost Per Participant
2 Day Workshop 2-3 Hrs online prework Briefing Techniques	Minimum 8 Maximum 15	$1,250.00 All materials are included

EXECUTIVE COMMUNICATION COACHING

Executive Communication Skills Coaching focuses on communicating more clearly and effectively in a variety of situations. This program is often chosen by executives when they are presenting pivotal ideas, introducing complex processes and/or handling potentially hostile negotiations. Participants select from a menu of essential communication skills.

Executive Coaching is facilitated by SME Steven Kanten, PhD, President of KCI.
Dr. Kanten has over twenty-five years of business communication coaching experience.

Duration	Recommended # of Participants	Cost Per Participant
2 Day Workshop Executive Coaching	Minimum 2 Maximum 5	$3,000.00 All materials are included

LISTENER-BASED PRESENTATION SKILLS

Listener-Based Presentation Skills is the original presentation training program KCI published in 1990. During the last 25 years we have customized this program to meet our client's specific requirements. Customization of this highly effective, versatile training program has enabled clients to identify specific areas of concern, then KCI facilitators find solutions and design strategies tailored to address those concerns.

KCI offers Listener-Based Presentation Skills training with or without content customization. The presentation techniques offered during this program address core competencies required by all successful presenters. Program participants will learn to create powerful presentations as well as have opportunities to practice their presentation delivery skills. Participants learn the POD process to systematically Plan, Organize, and Deliver their presentations more effectively. Then they practice their presentation delivery skills during multiple recorded and critiqued practice sessions.

Duration	Recommended # of Participants	Cost Per Participant
2 Day Workshop 2-3 hrs prework 2 days Presentation Skills	Minimum 8 Maximum 15	$1,250.00 All materials are included

TECHNICAL COMMUNICATION SKILLS

A combined Listener-Based Presentation and Reader-Based Writing Skills program specifically designed for technical professionals. This program is a favorite of engineers, scientists, and others whose complex subject matter can contribute to communication difficulties.

Participants who attend KCI's Technical Communication Skills workshop usually need to organize heaps of information, and they may have limited experience with technical presenting or writing. This inexperience often leads to a failure to communicate key points and/or engage their audience. Audience evaluation skills are a key component of this workshop. Understanding why your audience is attending, assessing their interest level in, and familiarity with your subject, and clearly defining the actions you desire your audience to take after hearing your presentation are addressed.

Duration	Recommended # of Participants	Cost Per Participant
2 Day Workshop 2-3 hrs online prework 2 days Briefing Techniques	Minimum 8 Maximum 15	$1,250.00 All materials are included

READER-BASED WRITING 1.0

KCI's Reader-Based Writing program focuses on "Global Business English" skills, correct grammar, and proper word usage. During the workshop, we'll discuss the use of active and passive sentences, strong verbs, and the "new rules" of writing including the appropriate use of instant messaging, emails, texts, emoticons, salutations and acronyms. Reader-Based Writing is delivered either in instructor-led workshops or a self-paced online program.

This effective business writing program is recommended for:
- Professionals who desire a quick review of their writing skills.
- Graduates of any "English as a Second Language" program.

Participants are introduced to KCI's proprietary POWR writing process. Using this high-speed writing process, participants learn to write emails that focus on the bottom-line. Then their emails become clear, concise, action-oriented, and easy to read.

Duration	Recommended # of Participants	Cost Per Participant
2 Day Workshop	Minimum 10 Maximum 30	$1,000.00 All materials are included

READER-BASED WRITING 2.0

KCI's Reader-Based Writing 2.0 is an advanced training program. Participants learn to write clear, concise, action-oriented documents quickly and easily using KCI's high-speed POWR writing process. This process teaches you to Plan, Organize, Write, and Revise everything from quick emails to lengthy, more intricate technical reports. Using KCI's advanced writing techniques, participants learn to focus on the bottom-line. Their writing becomes clear, concise, action-oriented, and easy to read.

Duration	Recommended # of Participants	Cost Per Participant
2 Day Workshop	Minimum 10 Maximum 30	$1,000.00 All materials are included

All KCI Instructor-led programs costs <u>include</u> facilitator travel rates listed below.
* 1 Day Workshops - flat rate $1,000.00
* 2 Day Workshops - flat rate $1,300.00
* 3 Day Workshops - flat rate $1,600.00

Online Self-Paced Training Programs

LISTENER-BASED PRESENTATION SKILLS WEBINAR

KCI developed Listener-Based Presentation Skills as the original presentation training program. This program has been tailored over the last 25 years to meet client's specific needs.

Listener-Based Presentation program focuses on understanding and achieving the purpose of your presentation by delivering a clear, concise message. It is an important component of many Fortune 100 communication skills training programs.

Duration Self-paced	**Recommended # of Participants** Minimum 1	**Cost Per Participant** $100.00 All materials online

BRIEFING TECHNIQUES WEBINAR

Briefing Techniques is one of our most popular Listener-Based Presentation Skills programs.

This program is a favorite of corporate and government clients because briefings often include advanced, in-depth Q&A sessions.

Participants discover presentation development methods, and delivery techniques that include Q&A strategies that will prepare them to defend their position and learn how to use audience analysis strategies.

Duration Self-paced	**Recommended # of Participants** Minimum 1	**Cost Per Participant** $100.00 All materials online

TECHNICAL COMMUNICATION SKILLS WEBINAR

Technical Communication Skills is a combined Listener-Based Presentation and Reader-Based Writing Skills program specifically designed for engineers, scientists, and others whose complex subject matter can contribute to communication difficulties.

Technical presenters learn to organize heaps of information, manage stress, and how to effectively practice their presentation. Q&A strategies are included.

Duration Self-paced	**Recommended # of Participants** Minimum 1	**Cost Per Participant** $100.00 All materials online

READER-BASED WRITING 1.0 WEBINAR

KCI's Reader-Based Writing program focuses on "Global Business English" skills, correct grammar, and proper word usage. During the program, we'll discuss the use of active and passive sentences, using strong verbs, and the "new rules" of business writing.

We focus on writing more effective, organized documents with comprehensive subject lines, and we discuss the value of using deductive communication methods.

Duration Self-paced	**Recommended # of Participants** Minimum 1	**Cost Per Participant** $150.00 All materials online

READER-BASED WRITING 2.0

KCI's Reader-Based Writing 2.0 is an advanced training program. Participants learn to write clear, concise, action-oriented documents quickly and easily using KCI's high-speed POWR writing process.

 This program teaches you to Plan, Organize, Write, and Revise everything from quick emails to lengthy, more intricate technical reports.

Duration Self-paced	**Recommended # of Participants** Minimum 1	**Cost Per Participant** $150.00 All materials online

LEADERSHIP & STRATEGIC COMMUNICATIONS WEBINARS

During this program, participants learn to deliver both informative and persuasive presentations with focus on the proper use of visual aids to help retain the audience's attention and keep projects, teams, and groups on-track.

KCI's Leadership & Strategic Communication Skills programs blends the best of our Listener-Based Presentations and Reader-Based Writing Skills into a highly tailored, very unique online program.

Duration Self-paced	**Recommended # of Participants** Minimum 1	**Cost Per Participant** $250.00 All materials online

CONFLICT MANAGEMENT

KCI's Conflict Management training is a 12-step program. Participants learn to clarify the issues, understand other's viewpoints and develop mutually agreed upon objectives.

Program strategies include brainstorming, evaluation of the outcome, listening-skills, and the use of verbal and non-verbal cues.

Duration Self-paced	Recommended # of Participants Minimum 1	Cost Per Participant $100.00 All materials online