

## COMMUNICATIONS CORE COURSE INFORMATION

<b>Course Duration:</b>	Two day
<b>Course Title:</b>	<b>Communications: An Ombuds Immersive</b>
<b>Course Description:</b>	Ombuds are required to be excellent communicators, and to coach and teach others how to be more effective communicators as well. This fun and engaging deep dive covers the full range of communications that an ombuds engages in – from executive briefings to conflict coaching, and everything in between. Participants should be expected to stretch as they acquire and apply new insights.
<b>Course Learning Objectives:</b>	<ol style="list-style-type: none"> <li>1. To deepen our awareness of a range of communications tools and techniques that can help to build stronger channels of communication, for both the ombuds and their visitors</li> <li>2. To engage the material and apply newly-acquired learning in the service of ombuds-specific scenarios</li> <li>3. To challenge ourselves to apply what we learn in novel and helpful ways that have impact for years to come</li> <li>4. To clarify and consider certain concepts and models from other disciplines that may add value in context</li> <li>5. To develop a sense of next steps in the journey of becoming more masterful communicators (and coaches)</li> <li>6. To encourage reflective practice and the support of a community of practitioners</li> </ol>
<b>Developer:</b>	Vik Kapoor, JD, PCC Ombuds, U.S. Federal Emergency Management Agency (FEMA); President, Extra-M Coaching & Consulting LLC <a href="mailto:Vikramjkapoor@gmail.com">Vikramjkapoor@gmail.com</a> , 1-848-250-4083 444 W. Broad Street, Unit 229, Falls Church, Virginia 22046
<b>Pre-requisites:</b>	<b>Foundations</b>
<b>Who Should Attend?</b>	<b>Anyone who wants to become a more masterful communicator</b>
<b>Min/Max attendees:</b>	Minimum attendees: 5 Maximum attendees: 20
<b>Level of Difficulty:</b>	<b>Intermediate</b>
<b>A/V requirements:</b> <i>Note: Standard equipment provided</i>	Please provide 4 easels and flipcharts, preferably at least 1 that is 3M sticky flipchart paper.  Please provide a laptop and projector, as well as a podium microphone, 2 handheld mics, and a slide advancer