

Communicate With Impact

Hands-on tools and techniques to strengthen communication, engagement, and collaboration in Continuous Improvement.

Are your problem-solving sessions falling flat?

Do you struggle with team engagement, unclear messages, or misalignment during improvement work?

Communication and engagement are at the heart of successful Continuous Improvement.

This short, practical module gives you the tools to communicate with clarity, adapt your style, engage your team, and lead conversations that drive productive outcomes.

What is this course about?

This self-paced, interactive module helps you understand the human side of communication in CI environments — using the DiSC communication model as a foundation.

You'll learn how to tailor your message, improve team engagement, reduce miscommunication, and strengthen collaboration.

By understanding communication preferences (your own and others'), you'll become more effective in problem-solving discussions, facilitation, and daily interactions.

Who is this course for?

- This course is ideal if you:
 - Facilitate problem-solving, CI activities, or cross-functional sessions.
- Want to improve team engagement, alignment, and participation.
- Struggle with miscommunication, resistance, or unclear messaging.
- Want to understand DiSC styles and how to adapt your communication.
- Need practical tools — not theory — to make conversations more impactful.

What can you expect?

- Structured, bite-sized lessons that break down communication and engagement into practical, easy-to-apply steps.
- A simple introduction to DiSC communication styles.
- An activity to help you map and understand the DiSC styles of your own team members.
- Tools to tailor your communication for better results in CI discussions.
- A short knowledge check at the end of the module.
- Certificate of Completion to recognise your learning.

How long will it take?

You can complete this module in **45 minutes to 1 hour** — ideal for focused learning or a quick development boost between team sessions.

Course Highlights

- Why communication and engagement are essential to effective problem-solving and CI.
- How to identify your own DiSC communication style.
- How to recognise the communication preferences of others — even without a formal assessment.
- Practical techniques to adapt your communication for clearer, more collaborative conversations.
- Tools to increase trust, clarity, and participation within your team.
- A DiSC-based activity that immediately applies your learning to real people you interact with.

How will you apply your learning?

You'll leave this module with simple, actionable tools you can use immediately to:

- ✓ Increase team participation and engagement
- ✓ Reduce misunderstandings and frustration
- ✓ Strengthen collaboration and trust
- ✓ Tailor communication to suit different personalities and working styles
- ✓ Lead more productive problem-solving and CI conversations

Your Next Step

Ready to communicate with clarity, confidence, and impact?

Jump into the module — and start transforming the way you engage your team today.