



WORKSHOP OVERVIEW

Everyone Communicates, Few Connect

COMMUNICATION GETS THE MESSAGE ACROSS. CONNECTION MAKES IT MATTER.

Learn how to communicate in a way that builds trust, creates connection, and helps people feel heard, valued, and understood.

Communication happens every day. But communication alone doesn't guarantee understanding, trust, or connection. This interactive workshop helps leaders and teams move beyond simply talking to people and learn how to connect with them. Participants discover practical ways to build rapport, listen more intentionally, communicate with greater awareness, and create conversations that actually make a difference.

FORMAT
60–90 Minutes
Half-Day
Full-Day

AUDIENCE
Leaders
Teams
HR Professionals
Supervisors

DELIVERY
Virtual
In-Person

Why This Workshop Matters

Most people think communication means getting their message across. But being heard isn't the same as being understood—and being understood isn't the same as being connected.

- ✓ People may hear the words but miss the meaning.
- ✓ Employees may hesitate to speak up.
- ✓ Conversations become transactional.
- ✓ Trust becomes harder to build.
- ✓ Misunderstandings increase.
- ✓ Teams can become disconnected from one another and their leaders.

Strong communication isn't just about what you say. It's about what the other person experiences while you're saying it.

What Participants Will Learn

Communicate vs. connect — Recognize the difference between getting a message across and creating genuine understanding.

Build rapport — Use intentional behaviors that help people feel comfortable, seen, and valued.

Listen to understand — Shift from simply preparing a response to being fully present with the other person.

Create trust — Communicate in ways that strengthen credibility and relationships.

Adapt your approach — Recognize barriers to connection and adjust communication to different people and situations.

Make conversations matter — Create interactions that strengthen relationships rather than simply transfer information.



THE EXPERIENCE

This Isn't Just Another Communication Workshop.

Many communication programs focus on what to say. This workshop focuses on the person you're communicating with.

Participants learn that connection requires more than delivering information. It requires awareness, intention, listening, and a genuine interest in the other person.

Am I communicating to be heard—or communicating to be understood?

Rather than giving participants another list of communication techniques, this experience helps them examine how they show up in conversations and what they can do differently to create stronger connections.

Better conversations. Stronger relationships. Greater influence.

AWARENESS

Notice how you show up and how others may experience your communication.

INTENTION

Choose to connect—not simply deliver information.

LISTENING

Give people your attention so they feel heard and understood.

APPLICATION

Use connection skills in the conversations that matter.

Why Rising Phoenix Leadership?

Communication is a skill. Connection is a leadership advantage. Karen Mellen combines more than 20 years of Human Resources experience with expertise in leadership development, communication, coaching, facilitation, and behavioral assessments.

Her approach is practical, interactive, and focused on what happens after the training ends. Participants don't just learn communication concepts. They practice how to apply them in the conversations that matter.

The goal isn't simply to become a better communicator. The goal is to become someone people want to communicate with.

Designed Around Your Organization

This experience can be customized for leadership development programs, new manager training, team building, employee engagement initiatives, communication initiatives, leadership retreats, conference breakout sessions, customer service teams, sales teams, and cross-functional teams.

Examples and activities can be adapted to your organization's culture, industry, team dynamics, communication challenges, and desired outcomes.

Flexible Delivery

60-Minute Keynote • 90-Minute Interactive Workshop • Half-Day • Full-Day • Multi-Session Leadership Series

Virtual and in-person delivery available.



FROM COMMUNICATION TO CONNECTION

What Your Organization Can Gain

- ✓ Stronger leader-employee relationships
- ✓ Improved communication
- ✓ Greater trust
- ✓ More engaged employees
- ✓ Better collaboration
- ✓ Fewer misunderstandings
- ✓ More productive conversations
- ✓ Stronger team relationships

Connect More Effectively with DISC®

People don't all communicate, process information, or respond to situations in the same way.

Adding a DISC® Behavioral Assessment can help participants better understand their own communication tendencies and recognize how others may approach conversations differently. This creates an opportunity to take the principles of connection and apply them directly to everyday interactions.

DISC® can be added through individual assessments, individual debriefs, team discussions, communication exercises, leadership development, and conflict resolution.

The assessment is an optional enhancement—not the centerpiece of the workshop.

This Is Where the Partnership Begins

A workshop can create awareness. Lasting change requires application.

Rising Phoenix Leadership can support your organization beyond the workshop through coaching, facilitation, behavioral assessments, and additional leadership development experiences—helping leaders and teams turn communication insights into everyday behaviors.

Don't just communicate. Connect.

Let's Talk About Your Team.

Every organization communicates differently—and every team has different challenges. Maybe your leaders struggle to connect with employees. Maybe conversations feel transactional. Maybe trust needs to be rebuilt. Maybe managers need a practical framework for creating stronger relationships.

Let's start with the challenge you're experiencing and determine whether Everyone Communicates, Few Connect is the right solution for your organization.

BRING EVERYONE COMMUNICATES, FEW CONNECT TO YOUR TEAM

Karen Mellen

Leadership Development Trainer | Coach | Speaker | DISC Consultant

Rising Phoenix Leadership

www.risingphoenix-leadership.com

Develop Your Leaders • Strengthen Your Team • Build Your Talent Pipeline