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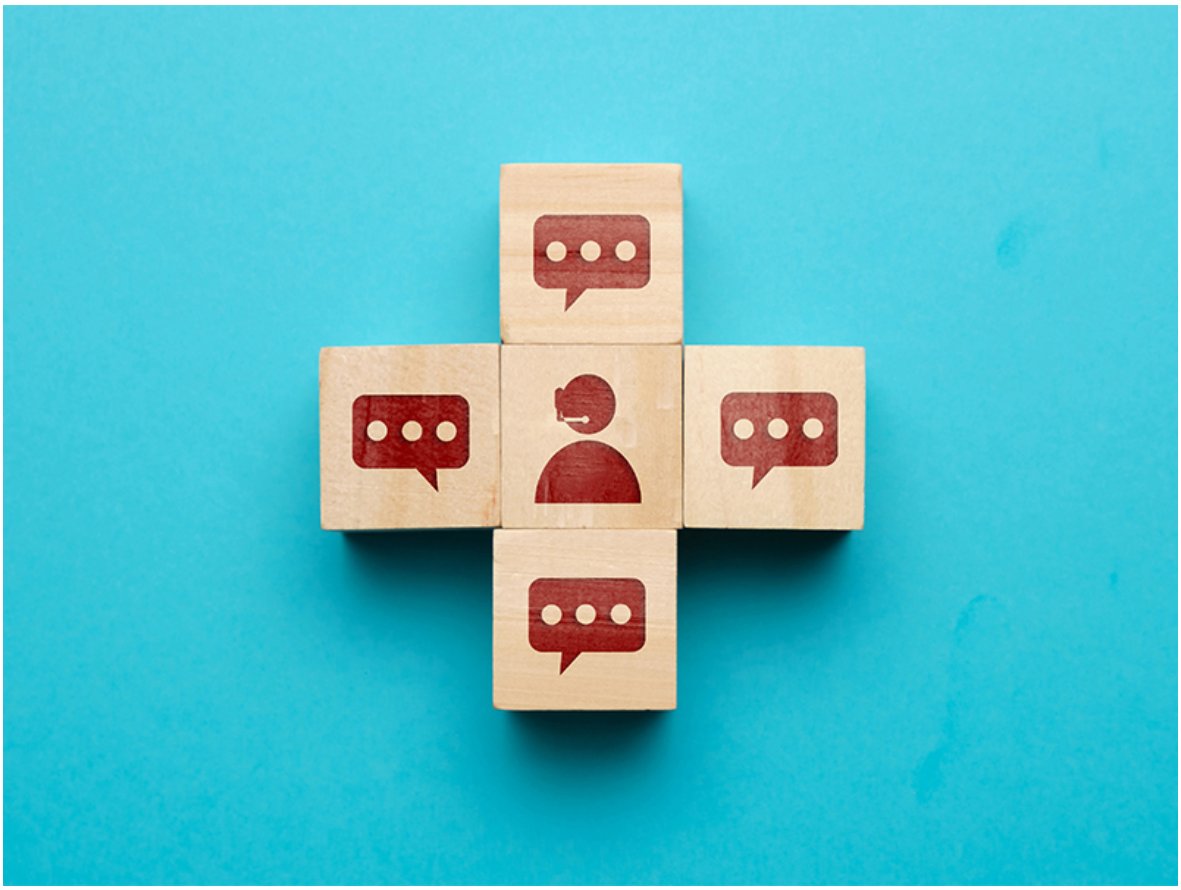
Learning Style: Online Instructor-Led

Technology:

Difficulty: Beginner

Course Duration: 1 Day

Communication Strategies



About This Course:

For the better part of every day, we are communicating to and with others. Whether it’s the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

This course has been approved for 7 PDUs | 7 CDUs

Course Objectives:

- Understand the importance of communication from a big-picture perspective
- Learn our own authentic approach to communication and where barriers might exist
- Apply key differences between non-verbal and verbal communication and delivery

Audience:

- Professionals looking to improve their workplace communication and leadership presence
- Team leaders and managers seeking to foster stronger relationships with their teams
- Customer service representatives, HR professionals, and trainers
- Anyone interested in improving their interpersonal and communication effectiveness

Prerequisites:

- Have basic communication skills in English
- Are willing to participate in discussions and role-play scenarios
- Bring real-life communication challenges for analysis and improvement

Course Outline:

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using “I” Messages

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations