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 workshop will help participants understand the different methods of communication and how to make the most of each of them.

Course Overview

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Course Outline

1 Getting Started
   Icebreaker
   Housekeeping Items
   The Parking Lot
   Workshop Objectives

2 The Big Picture
   What is Communication?
   How Do We Communicate?
   Other Factors in Communication

3 Understanding Communication Barriers
   An Overview of Common Barriers
   Language Barriers
   Cultural Barriers
   Differences in Time and Place

4 Paraverbal Communication Skills
   The Power of Pitch
   The Truth about Tone
   The Strength of Speed

5 Non-Verbal Communication
   Understanding the Mehrabian Study
   All About Body Language
   Interpreting Gestures

Upcoming Dates

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View All Course Dates & Register Today
6 Speaking Like a STAR
S = Situation
T = Task
A = Action
R = Result
Summary

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

8 Asking Good Questions
Open Questions
Closed Questions
Probing Questions

9 Appreciative Inquiry
The Purpose of AI
The Four Stages
Examples and Case Studies

10 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

11 Advanced Communication Skills
Understanding Precipitating Factors
Establishing Common Ground
Using “I” Messages

12 Wrapping Up
Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations