## Course Overview

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.

### Upcoming Dates

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Where</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/15/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
</tr>
<tr>
<td>05/30/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
</tr>
<tr>
<td>06/14/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
</tr>
<tr>
<td>07/01/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
</tr>
<tr>
<td>07/22/2019</td>
<td>11:00AM - 7:00PM</td>
<td>Online LIVE</td>
</tr>
<tr>
<td>08/12/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
</tr>
<tr>
<td>09/03/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
</tr>
<tr>
<td>09/24/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
</tr>
</tbody>
</table>

[View All Course Dates & Register Today](#)

## 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
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