Communication Strategies

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.

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
Communication Strategies

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