

Communication Strategies Workshop

Course Duration 1 Day

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.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Course Objectives

At the end of the course participants will be able to:

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

Course Outline

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

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