



Phone:855-334-6700

Email:

inquiries@professionaldevelopmenttraining.com

COMMUNICATION SKILLS TRAINING FOR ADVANCED VISION TECHNOLOGY INC. (AVT INC)

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COURSE LENGTH: 1.0 DAYS

An effective communicator considers the situation, the person being spoken to, the purpose of the conversation and the desired results to then develop an appropriate conversation. This PD Training Communication Skills Training Course provides you with practical tools to help you become an effective and clear communicator in any situation.

This training course teaches you many key skills like understanding how others communicate, how you can adjust your communication style to overcome any communication barriers, how to use and read body language, the S.T.A.R. (Situation, Task, Action and Result) method of speaking, active listening and other effective communication tools.

This comprehensive 1-day training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

COMMUNICATION SKILLS TRAINING FOR ADVANCED VISION TECHNOLOGY INC. (AVT INC COURSE OUTLINE

FOREWORD

Communication is a basic skill that affects all aspects of our lives. Our words, gestures, appearance and body language all "speak" volumes as to our intent, state of mind and attitude. Learning to recognize these conscious and unconscious cues, as well as paying attention to others' signals, makes us better communicators, leaders, partners, parents and friends.

This Effective Communications Training Course helps people learn to communicate more effectively, appropriately and clearly in all situations. This is a great course for everyone, as its benefits can have a positive impact on every aspect of life both at work and at home. Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs.

OUTCOMES

By the end of this course, participants will:

- ▶ Identify their Personality Type & communication preferences using our proprietary Profiling Tool
- ▶ Recognize other people's Personality Types & communication preferences
- ▶ Master adjusting one's own communication approach based on need
- ▶ Identify barriers to effective communication and how to overcome them
- ▶ Effectively utilize tone
- ▶ Develop nonverbal & paraverbal communication skills
- ▶ Master the S.T.A.R. method for speaking on the spot
- ▶ Use body language appropriately
- ▶ Listen actively & effectively
- ▶ Gain insight into asking open questions
- ▶ Use appreciative inquiry as a communication tool
- ▶ Establish common ground with others
- ▶ Use "I" messages
- ▶ Converse confidently and network with others

MODULES

Lesson 1: Getting to know yourself - LDP

- ▶ What is your personality type?
- ▶ What are your communication preferences?
- ▶ What are your communication tendencies?

Lesson 2: Speaking Like a S.T.A.R.

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

Lesson 3: Understanding others - LDP

- ▶ What other personality types are out there?
- ▶ What are their communication preferences?
- ▶ What are their communication tendencies?

Lesson 4: Active Listening Skills

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

Lesson 5: Making allowance for others personalities and circumstance

- ▶ Consider your approach:
 - ▶ What is the receiver's *personality type*?
 - ▶ What type of message are you delivering?
 - ▶ Is sensitivity, personal touch, speed, evidence, privacy or public acknowledgement most important?
- ▶ Develop strategies for future application

Lesson 6: Asking Good Questions

- ▶ Open Questions
- ▶ Closed Questions
- ▶ Probing Questions

Lesson 7: Understanding Communication Barriers

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

Lesson 8: Appreciative Inquiry

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

Lesson 9: Paraverbal Communication Skills

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

Lesson 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

Lesson 11: Non-Verbal Communication

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

Lesson 12: Conversational Psychology

- ▶ Understanding Precipitating Factors
- ▶ Establishing Common Ground
- ▶ Using "I" Messages

WEB LINKS

- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)