

## COMMUNICATION SKILLS TRAINING

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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.

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## COMMUNICATION SKILLS TRAINING COURSE OUTLINE

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### 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.

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### 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
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### MODULES

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#### Lesson 1: Communication is key to success

- ▶ 5 Habits of Highly Effective Communicators
- ▶ Reflection

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#### Lesson 2: LDP – Communication Evolution Tool

- ▶ Adjusting your style for a better approach:
- ▶ Communicating when stressed
- ▶ Reflection

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### Lesson 3: Bridge the Gap to Communication Barriers

- ▶ The Communication Process
- ▶ Types of Barriers
- ▶ Self-Awareness – Johari Window
- ▶ Reflection

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### Lesson 4: Beyond Verbal Communication

- ▶ Understanding the Mehrabian Study
- ▶ All About Body Language
- ▶ Para-Verbal Communication Skills
- ▶ The Power of Pitch
- ▶ The Truth about Tone
- ▶ The Strength of Speed
- ▶ Reflection

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### Lesson 5: Active Listening

- ▶ 8 Common Barriers to Effective Listening and how to overcome them
- ▶ Quadrant of cognitive/explanatory styles
- ▶ Understanding Active Listening
- ▶ Sending Good Signals to Others
- ▶ Ladder of Inference
- ▶ Reflection

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### Lesson 6: Asking Good Questions

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

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### Lesson 7: Speaking Like a STAR

- ▶ S = Situation
- ▶ T = Task
- ▶ A = Action
- ▶ R = Result
- ▶ Using “I” Messages
- ▶ Active Constructive Response - ACR
- ▶ Reflection

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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