PROFESSIONAL DEVELOPMENT TRAINING

Communication Skills Training

REQUEST QUOTE

1.0 DAY COURSE

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.

Active listening becomes second nature as you gain insight with this training course. It will teach 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.

In addition to these skills, the course delves into range of skills, including recognizing and utilizing personality types and communication preferences. With our exclusive Profiling Tool, you will gain insights into your own style and preferences, enabling you to communicate more effectively. You will also learn to identify these traits in others, allowing you to tailor your approach to suit their needs and to overcome communication barriers. Elevate your communication skills and make a lasting impression in both your personal and professional interactions.

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

Looking for a 3-hour Live Online version of the course? Click Here to View Our 3-Hour Virtual Communication Skills Training Courses

What You'll Gain:

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 Skills 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: The Changing Landscape of Communication

- What has changed about how we communicate

Lesson 2: Your Personal Style and Communication

- REACH Profile
- Personal Style Markers
- Communicating when Stressed
- Activity: Communication when Stressed

Lesson 3: Principles of Effective Communication

- Intent and Audience
- Which Medium?
- 3C-S Framework

Lesson 4: Verbal and Non-Verbal Communication

- Mehrabian Silent Messages
- Paraverbal Communication
- Quadrant of Cognitive Explanatory Styles
- Ask Powerful Questions

Lesson 5: Communicating with Impact

- Presenting Ideas Clearly and Persuasively

Lesson 6: Written Communication

- Writing Principles
- Concise Word Use
- Tone
- AI Assisted Writing Tools

Lesson 7: Communicating in Difficult Conversations

- What makes Conversations Difficult?
- Structuring a Conversation

Talk to our expert team

Phone:

Email: