Communication Strategies

Overview
In this course students will understand the different methods of communication and how to make the most of each of them.

Course Objectives
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

Getting Started
Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

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
Examples and Case Studies

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
Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned
Completion of Action Plans and Evaluations