

Communication Skills

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 that you give to 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.

Modules

- What is communication?
- Factors in Communication.
- Understanding communication barriers
 - Language Barriers
 - Cultural Barriers
- Non-verbal Communication Skills
 - Body Language
 - Interpreting gestures
- Para-verbal communication skills
 - The power of pitch
 - The truth about tone
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Use appreciative inquiry as a communication tool
- Mastering the art of conversation
- Advanced communication skills
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages

Learning Outcomes

The Communication Strategies Workshop enables the participants to understand the factors in effective communication leading to improved business relationship and performances.



2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Activities
- Words from the Wise
- Review of Parking Lot
- Lessons Learned