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PHOENIX TS

# Communicating with Tact, Diplomacy, and Professionalism

**BONUS! Cyber Phoenix Subscription Included:** All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

## Course Overview

Communication is essential to every aspect of our lives. When we communicate effectively, we have a better chance of meeting our goals and building trusting relationships. Effective communication is not just about what you say but body language, tone, and cultural differences all play a part when communicating with others. This one-day course will teach you how to boost your communication skills and develop better communication methods.

At the end of this course, participants will be able to do the following:

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and preverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors

## Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.



# PhoenixTS

301-258-8200 | [Sales@PhoenixTS.com](mailto:Sales@PhoenixTS.com) | [www.PhoenixTS.com](http://www.PhoenixTS.com)

## Duration

**1 Day**

## Price

**\$895**

## Course Outline

### Module 1: Getting Started

#### Workshop Objectives

- Pre-Assignment Review

### Module 2: The Big Picture

- What is Communication?
- How Do We Communicate/
- Other Factors in Communication'
- Case Study
- Module Two: Review Questions

### Module 3: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place
- Case Study
- Module Three: Review Questions

### Module 4: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed
- Case Study
- Module Four: Review Questions

## Module 5: Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures
- Case Study
- Module Five: Review Questions

## Module 6: Speaking Like a Star

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary
- Case Study
- Module Six: Review Questions
- Workshop Wrap Up

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Starting at **\$895**

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301-258-8200 – Option 2.

**GSA** 



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