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PHOENIX TS

Communicating with Tact, Diplomacy, and Professionalism

Due to Covid-19 safety restrictions PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

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 240-667-7757.

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



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- 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**

ATTENTION

For GSA pricing or Contractor quotes call
[240.667.7757](tel:240.667.7757)

GSA



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.