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PHOENIX TS

Communication Strategies Training

Course Overview

This 1-day, instructor-led course teaches participants that their communication skills influence others. This training teaches students how to:

- Identify common communication problems
- Develop skills to ask questions
- Learn non-verbal messages
- Develop skills for active listening
- Learn to handle

Course Objectives

- Identify common communication problems
- Develop skills to ask questions
- Learn what their non-verbal messages are saying
- Develop skills in listening actively and emphatically to others
- Enhance the ability to handle difficult situations
- Deal with situations assertively

Course Outline

Overview

- The Parking Lot
- Workshop objectives
- Action plans and evaluations



The Big Picture

- What is communication?
- How do we communicate?
- Other factors in communication
- Case study

Understanding Communication Barriers

- Common barriers
- Language barriers
- Cultural barriers
- Differences in time and place
- Case study

Paraverbal Communication Skills

- The power of pitch
- The truth about tone
- The strength of speed
- Case study

Non-Verbal Communication

- Understanding the Mehrabian Study
- All about body language
- Interpreting gestures
- Case study

Speaking like a STAR

- Situation
- Task
- Action
- Result
- Case study



Listening Skills

- Seven ways to listen better today
- Active listening
- Sending good signals to others
- Case study

Asking Good Questions

- Open questions
- Closed questions
- Probing questions
- Case study

Appreciative Inquiry

- The purpose of AI
- The Four Stages
- Examples and case studies

Mastering the Art of Conversation

- Discussing general topics
- Sharing ideas and perspectives
- Sharing personal experiences
- Networking tips
- Case study

Advanced Communication Skills

- Precipitating factors
- Common ground
- "I" messages
- Case study



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Wrapping Up

- Words from the wise
- Parking Lot
- Action plans and evaluations

Starting at **\$1,495**

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Included in this **Communication Strategies Training**

- 2 days instructor-led training
- Communication Strategies Training training book



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- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*