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PHOENIX TS

# Communication Strategies Training

**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

Phoenix TS' 1 day Instructor-led Communication Strategies course teaches participants that their communication skills affect others. This training teaches participants how to identify common communication problems, develop skills to ask questions, learn non-verbal messages, active listening, and learn to handle difficult situations and assert themselves. After this course, participants will be equipped with the skills and tools to be more effective communicators within the federal workplace. Participants will:

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

## 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.

## Course Objectives

- Understand what communication is

- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal 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
- Establish common ground with others
- Use “I” messages

## Course Outline

### Module 1: Getting Started

- Introductions
- Learning Objectives
- Student Objectives

### Module 2: The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

### Module 3: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

## Module 4: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

## Module 5: Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

## Module 6: Speaking Like a STAR

- S=Situation
- T=Task
- A=Action
- R=Result

## Module 7: Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

## Module 8: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

## Module 9: Appreciative Inquiry

- The Purpose of AI
- The Four Stages

## Module 10: 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

## Module 11: Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using “I” Messages

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Starting at **\$1,495**

## ATTENTION

For GSA pricing or Contractor quotes call  
301-258-8200 – Option 2.





### Price Match Guarantee

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

## Included in this **Communication Strategies Training**

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