301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

PHOENIX TS

High Impact Communication

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

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, you will master the skills that will make you a better speaker and presenter. The workshop will conclude with participants preparing and delivering a short presentation after which the rest of the class will give feedback. At the conclusion of this workshop, participants will be able to do the following:

- Establish rapport with your audience
- Implement techniques to reduce nervousness and fear
- Understand your strengths as a presenter and how to appeal to different types of people
- Recognize how visual aids can create impact and attention
- Develop techniques to create a professional presence
- Learn some different ways to prepare and organize information
- Prepare, practice, and deliver a short presentation
- Describe six characteristics of effective feedback
- Provide feedback in real situations
- Apply a framework for providing formal or informal feedback

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.

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Course Outline

Day 1

Session One: Course Overview

Session Two: Communication

Session Three: Stop! Check Your Mouth!

- Speaking Characteristics
- Five Good Rules

Session Four: What's Your Type? How About Mine?

- The Assessment
- Learning to Type

Session five: Positive Self-Talk

- Our Thoughts
- Thinking Positive

Session Six: Rapport

Session Seven: Maximizing Meetings

- Four Areas of Opportunity
- Fifteen Ways to Master a Meeting
- Learning Names

Session Eight: Body Language

Session Nine: Sticky Situations

Session Ten: I Can Just Send an Email, Right?

- Advantages of Oral Presentation
- Oratory Exercise
- Presenting

Session Eleven: Overcoming Nervousness

- About Nervousness
- Mastering Non-Verbal Communication

Day 2

Session Twelve: The Five S's

- Five Points for Any Presentation
- Preparing with the Five-S Pattern
- Presentations

Session Thirteen: Start Writing!

- Evidence
- Introduction
- Following the Opening Statement
- Transitioning to the Body
- Endings
- Think Fast
- Presentations

Session Fourteen: Audience Profile

Session Fifteen: Your Speaking Voice

- Parts of Your Message
- Vocal Variety
- Mastering Your Material

Session Sixteen: Add Punch to Your Presentation

Session Seventeen: Your Presentation

- Preparation
- Presentations
- Debrief

Session Eighteen: Characteristics of Effective Feedback

- Six Characteristics
- Formal Feedback Framework
- Information Feedback Framework
- State Your Case
- Receiving Feedback Graciously

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