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PHOENIX TS

High Impact Communication

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

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 240-667-7757.



PhoenixTS

Course Outline

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

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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Starting at **\$1,095**

ATTENTION

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[240.667.7757](tel:240.667.7757)

GSA



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