



Course Content

Course Description:

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look that you give to the cat, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

Course Objectives:

- Understand what communication is
- Identify methods of communication
- Identify barriers to communication and how to overcome them
- Develop non-verbal and paraverbal communication skills
- Use the STAR method
- 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

Topics:

Lesson 1: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Pre-Test
- Pre-Test Answers
- Action Plans and Evaluations
- Action Plan
- Evaluation Form

Lesson 2: The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication
- Practical Illustration
- Module Two: Review Questions

Lesson 3: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place
- Practical Illustration
- Module Three: Review Questions

Lesson 4: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed
- Practical Illustration
- Module Four: Review Questions



Communication Strategies

Course ID #: 7000-634-ZZ-Z

Hours: 8

Lesson 5: Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures
- Practical Illustration
- Module Five: Review Questions

Lesson 6: Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary
- Practical Illustration
- Module Six: Review Questions

Lesson 7: Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others
- Practical Illustration
- Module Seven: Review Questions

Lesson 8: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions
- Practical Illustration
- Module Eight: Review Questions

Lesson 9: Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies
- Practical Illustration
- Module Nine: Review Questions

Lesson 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
- Practical Illustration
- Module Ten: Review Questions

Lesson 11: Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages
- Practical Illustration
- Module Eleven: Review Questions

Lesson 12: Wrapping Up

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

Register for this class by visiting us at:

www.tcworkshop.com or calling us at 800-639-3535