

2 – DAY EFFECTIVE COMMUNICATION STRATEGIES



Introduction

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 you give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Course Objectives

By the end of this course, you will be able to:

- Understand what communication is
- Identify ways that communication can happen, barriers to communication and how to overcome them
- Develop their non-verbal and para-verbal communication skills Use the STAR method to speak on the spot
- Listen actively and effectively and how to ask good questions Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors, and establish common ground with others

Methodology

- Individual exercises, group exercises / discussions peer-teaching activities
- Case studies
- Role Play
- Kinesthetic exercises
- Video clips

Who Should Attend?

- Supervisors
- Managers
- Administration
- Heads of Departments
- Leaders



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Course Outline

MODULE 1: INTRODUCTION & COURSE OVERVIEW

- Ice Breaker & Introductions
- Identifying personal learning objectives
- Problems and challenges I face

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
- Activity: In the Tourist Market

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
- Activity: At the Gregorian Monastery

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
- Activity: The Italian Job Interview


MODULE 9: APPRECIATIVE INQUIRY

- The Purpose of AI & The Four Stages
- Examples and Case Studies

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
- Working Things Out 

MODULE 12: WRAPPING UP

- Words from the Wise
- Review of Parking Lot
- Personal Action Plan

