

Have you ever wondered why it seems so difficult to talk with some people, yet so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable. For the better part of every day, we are communicating to and with others. Whether it is 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.

Communication Strategies helps you to understand different methods of communication and how to make the most of each of them. These strategies provide a great benefit for any organization and its employees. A major goal of this workshop is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life.

COURSE CONTENT

Session 1: Course Overview

- Learning Objectives
- Pre-Assignment

Session 2: Creating Positive Relationships

Session 3: Growing our Self-Awareness

- Do You Question Your Competence?
- Developing Confidence

Session 4: The Big Picture

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

Session 5: Communication Barriers

- Case Study: New Neighbors
- Common Barriers
- Applying the Answers
- Being Mindful

Session 6: Asking Questions

- Asking Good Questions
- Pushing My Buttons

Session 7: Listening Skills

- Can You Hear Me?
- How Do You Rate Your Listening Ability?
- Tips to Become a Better Listener
- Active Listening Skills
- Communication Situations

Session 8: Appreciative Inquiry

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

Session 9: Communication Styles

- Dichotomies in Theory
- Dichotomies in Action

Session 10: Creating a Positive Self Image

- Seven Things People Determine From Your Appearance
- Pre-Assignment Review
- Self-Evaluation

Session 11: 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

Session 12: Techniques for the Workplace

- Prepare, Prepare, Prepare
- Testing Our Theories
- Delivering Your Message

Session 13: Assertiveness

- Self-Attitude
- Case Study: A Negative Image
- I Messages
- The Assertive Formula
- Expressing Your No

Session 14: Advanced Communication Skills

- Understanding Precipitating Factors
- Frame of Reference
- Establishing Common Ground