

Objectives This workshop will help participants understand the different methods of communication and how to make the most of each of them.

Prerequisites There are no prerequisites for this course.

Duration 1 day

The topics covered on the course are,

1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

2 The Big Picture

- What is Communication?
- How Do We Communicate?

3 Basic Verbal Communication Skills

- Varying the Pitch of Your Voice
- Using Tone to Your Advantage
- Monitoring Your Speed

4 Advanced Verbal Communication Skills

- Speaking Like a STAR

5 Non-Verbal Communication Skills

- Body Language
- The Meaning of Gestures

6 More on Listening

- A Word from President Roosevelt
- Being an Active Listener
- The Signals You Send to Others

7 Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

8 Using Appreciative Inquiry

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

9 Bringing People to Your Side Body Language

- A Dash of Emotion
- Plenty of Facts
- Bringing it All Together

10 Making Small Talk

- Level One: General Topics
- Level Two: Sharing Your Ideas and Thoughts
- Level Three: Sharing Your Experiences

11 Overcoming Common Barriers

- Language Differences
- Cultural Differences
- Different Place, Same Time

12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations