



# Communication Strategies

## Overview

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. This course will help learners understand the different methods of communication and how to make the most of each of them.

## Who this course is for

This course is intended for anyone that looking to strengthen their communication and collaboration skills and work confidently with others. This course will help learners to express themselves more effectively, have more influence with their colleagues and appear more confident in front of others.

## Course outline

- Topic 1: The Big Picture
- Topic 2: Basic Verbal Communication Skills
- Topic 3: Advanced Verbal Communication Skills
- Topic 4: Non-Verbal Communication Skills
- Topic 5: More on Listening
- Topic 6: Asking Good Questions
- Topic 7: Using Appreciative Inquiry
- Topic 8: Bringing People to Your Side
- Topic 9: Making Small Talk
- Topic 10: Overcoming Common Barriers

*"Good communication is as stimulating as black coffee and just as hard to sleep after" Anne Morrow Lindbergh*

By the end of this course, learners should be able to:

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

√ Course Level	Short Course
√ Course Hours	8 hours
√ Course Standard Price	£85

### Applies towards the following certificate(s) and award(s)

- Effective Managerial Skills Diploma
- Leadership and Supervision Diploma
- Salesman Professional Certificate
- HR Management Skills Diploma
- Professional Training Skills Diploma

