

Communication Strategies

"Good communication is as stimulating as black coffee and just as hard to sleep after"

Anne Morrow Lindbergh

The Soft Skills Gap Do You Have One?

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

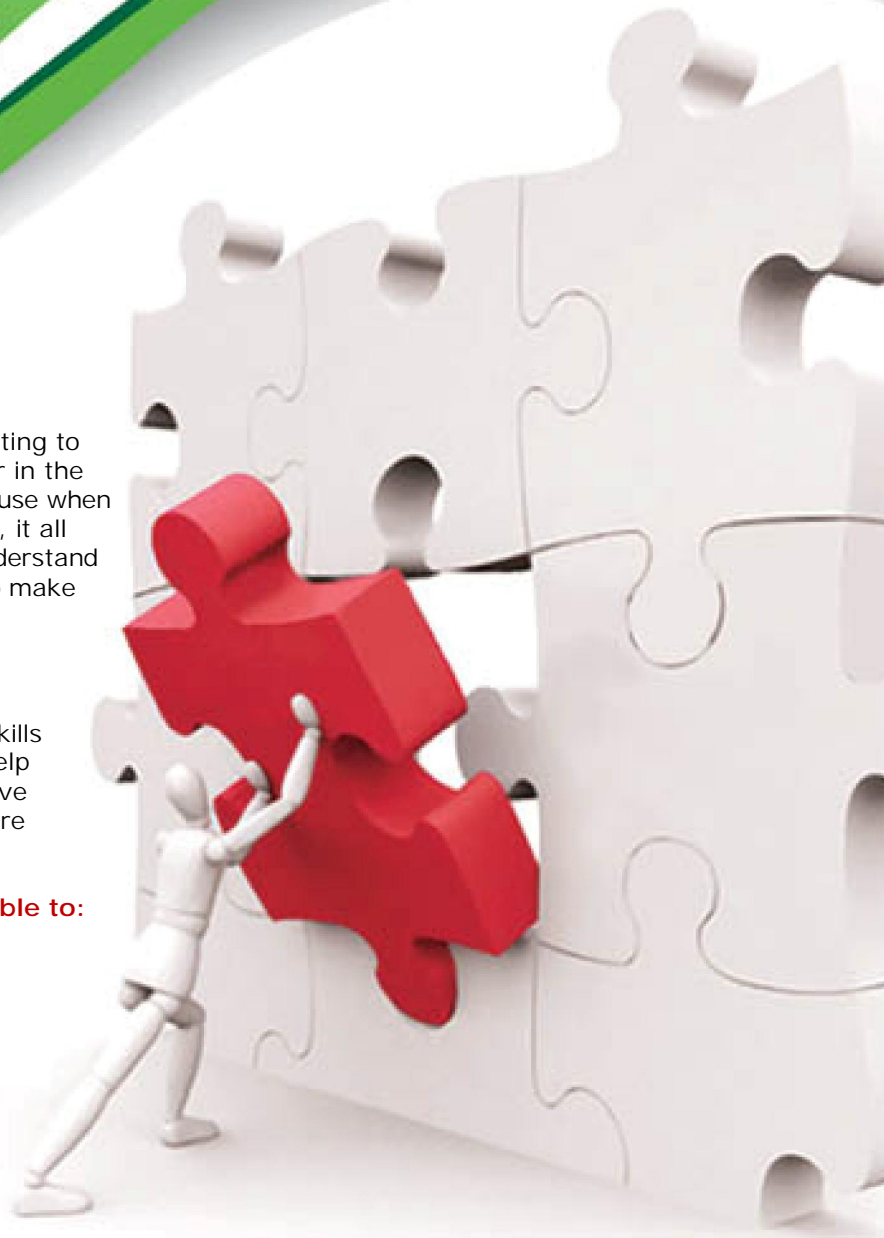
This course is intended for anyone that looking to strengthen their communication and collaboration skills and work confidently with others. This course will help learners to express themselves more effectively, have more influence with their colleagues and appear more confident in front of others.

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 Outlines

- 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



Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended
Distance & Online

Applies towards the following certificate(s) & award(s):

- Diploma in Management
- Diploma in HRM

- Diploma in sales & Marketing
- Certificate in HRM



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