

# Communication Strategies

Course Length: 1 Day

## Course Description

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**Description:** 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 workshop will help participants understand the different methods of communication and how to make the most of each of them.

## Course Content

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Lesson 1 – Getting Started	<ul style="list-style-type: none"><li>• Icebreaker</li><li>• Housekeeping Items</li><li>• The Parking Lot</li><li>• Workshop Objectives</li></ul>
Lesson 2 – The Big Picture	<ul style="list-style-type: none"><li>• What is Communication?</li><li>• How Do We Communicate?</li><li>• Other Factors in Communication</li></ul>
Lesson 3 – Understanding Communication Barriers	<ul style="list-style-type: none"><li>• An Overview of Common Barriers</li><li>• Language Barriers</li><li>• Cultural Barriers</li><li>• Differences in Time and Place</li></ul>
Lesson 4 – Paraverbal Communication Skills	<ul style="list-style-type: none"><li>• The Power of Pitch</li><li>• The Truth about Tone</li><li>• The Strength of Speed</li></ul>
Lesson 5 – Non-Verbal Communication	<ul style="list-style-type: none"><li>• Understanding the Mehrabian Study</li><li>• All About Body Language</li><li>• Interpreting Gestures</li></ul>

Lesson 6 - Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Lesson 7 - Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Lesson 8 - Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Lesson 9 - Appreciative Inquiry

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

Lesson 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

Lesson 11 - Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

Lesson 12 - Wrapping Up

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