



EFFECTIVE COMMUNICATION

2 DAYS WORKSHOP



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 that you give to 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.

WORKSHOP OBJECTIVES

- ☞ 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
- ☞ Use appreciative inquiry as a communication tool
- ☞ Adeptly converse and network with others
- ☞ Identify and mitigate precipitating factors
- ☞ Establish common ground with others
- ☞ Use "I" messages

COURSE OUTLINE >>>

EFFECTIVE COMMUNICATION

2 DAYS WORKSHOP



COURSE OUTLINE

MODULE 1 Getting Started

- Workshop Objectives
- Pre-Assignment Review

MODULE 2 The Big Picture

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

MODULE 3 Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Differences in Time and Place

MODULE 4 Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

MODULE 5 Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

MODULE 6 Speaking Like a STAR

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

MODULE 7 Listening Skills

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

MODULE 8 Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

MODULE 9 Appreciative Inquiry

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

MODULE 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

MODULE 11 Advanced Communication Skills

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

MODULE 12 Wrapping Up

- Words from the Wise

CONTACT US



P.O. Box: 227, P.C. 101
Bait Al Reem Building, Al Khuwair
Muscat Sultanate of Oman



TEL : +968 2440 3752
TEL : +968 2469 8449



Email : info@steps4ward.com

LOG ON www.steps4ward.com



/thesteps4ward



/thesteps4ward



/steps4ward-llc

