

# Communication Skills

## Introduction

If you want - and need to harness and use powerful communication strategies and tools, this course will equip you with numerous skills and tools to become an outstanding communicator.

This course aims to build upon existing communication skills to enhance them, as well as introducing new communication skills, to ensure that staff are more productive in all communications wherever they use them.

## Course Objectives

By the end of this course, participants will be able to:

- Express their own ideals clearly and concisely
- Demonstrate how to hold meaningful interactions others
- Display increased confidence in dealing with everyone that they have contact with
- Display active listening skills
- Explain how to interpret nonverbal clues
- List the barriers to effective communication
- List the correct types of words and tone of voice to use
- Display and interpret correct body language
- Demonstrate how to communicate face to face and via the telephone
- Describe effective written communication
- Describe the importance that communicating has on positive working relations

## Content

A sample of what is covered includes:

### What is successful communication?

- Activities for this session include:
  - Each participant 'defining the differences between communication and effective communication'

### The barriers to successful communication

- Activities for this session include:
  - Group discussions
  - Participants assessing and identifying their own barriers

### The characteristics of a successful communicator

- Activities for this session include:
  - *Group discussions*
  - *Group activity to list characteristics*

### Different methods of communication

### Communicating effectively face to face

- The communication cycle
- Listening skills
- Questioning skills
- Verbal skills - which words to use
- Vocal skills - tone of voice
- Acknowledgement skills
- Activities for this session include:
  - *Group discussions*
  - *Listening skills practice exercises*
  - *Question construction exercises*
- Body language
  - What does various different stances mean
  - Personal space
  - Greetings
  - People you know vs. people you don't
  - Hidden messages
  - *Body language dvd clips*
  - *Body language quiz*

#### **Communicating effectively via email**

- How to construct effective email
- Getting your point across effectively
- The do's and don'ts of email communication
- Email etiquette
- Activities for this session include:
  - *Group discussions*
  - *Constructing an email exercise*

#### **Communication effectively via the telephone**

- The telephone as a business tool
- Telephone etiquette
- Answering the phone
- Telephone voice power techniques
- What to say and what not to say
- When to use the phone and when to use other media
- Activities for this session include:
  - *Group discussions*
  - *Exercises assessing case studies*
  - *Skills practice sessions on voice projection and articulation*
  - *Skills practice session to put it all together*

