

## COMMUNICATION SKILLS TRAINING - 3HOURS

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**COURSE LENGTH: 0.5 DAYS**

The Communication Skills training course from PD Training delivered live online is one of our most popular courses and teaches you powerful concepts like how different personality types can influence communication, what your personal communication preferences are, and most importantly how to implement and use these skills immediately.

You'll learn strategies for overcoming common communication barriers as well as essential skills like active listening, effective use of voice and tone, investigative questioning skills and exploring the importance of body language and the non-verbal communications coming from others.

If you have ever wanted to communicate with more clarity and impact, in any of your relationships, then this course was designed for you!

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day. This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.

**\*\*Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-  
minutes prior to commencement so you are ready to participate and don't miss a minute!**

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## COMMUNICATION SKILLS TRAINING - 3HOURS COURSE OUTLINE

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### FOREWORD

This communications skills training course helps people communicate appropriately and clearly in any situation. This is a great course for everyone as the benefits can have a positive effect on every aspect of your life.

Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences based on personality type, and learn how to overcome some common obstacles to effective communication.

This interpersonal Communication Skills training course will ensure that your colleagues, friends and family will receive your message clearly, which should improve your workplace relationships as well as your personal relationships in general. If you have never completed a communications course of this type, you are missing out on understanding some of the most fundamental concepts that will have a profound effect on your success in the workplace and life in general.

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### OUTCOMES

**After completing this course, participants will:**

- Gain insight into their individual personality type and communication preferences by using our proprietary REACH profiling tool
  - Learn to recognise other people's personality types and communication preferences
  - Learn to adjust your own communication approach based on need and situation
  - Understand barriers to effective communication and how to overcome them
  - Learn how to effectively utilise pitch, tone and speed
  - Master the S.T.A.R. method for speaking on the spot
  - Learn to use and read body language appropriately
  - Learn how to listen more actively and effectively
  - Gain valuable insights by asking open-ended questions
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### MODULES

#### **Lesson 1: REACH – Communication Evolution Tool**

- Adjusting your style for a better approach:
- Communicating when stressed
- Reflection

#### **Lesson 2: Beyond Verbal Communication**

- Understanding the Mehrabian Study
- All About Body Language
- Para-Verbal Communication Skills
- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

- Reflection

### Lesson 3: Active Listening

- 8 Common Barriers to Effective Listening and how to overcome them
- Quadrant of cognitive/explanatory styles
- Understanding Active Listening
- Sending Good Signals to Others
- Ladder of Inference
- Reflection

### Lesson 4: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions
- Reflection

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)
- [Public Classes - Enrol Now!](#)