

## COMMUNICATION SKILLS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Good communication skills are crucial for success in business. In this Communication Skills training course you'll discover things like how different personality types influence communication, what your communication preferences are and how to recognise the preferences of others.

Whether you want to improve your workplace or personal relationships, you'll learn strategies for communicating effectively and overcoming common barriers. You will practice listening, speaking and questioning skills and explore the importance of understanding body language.

This course also teaches you how to adjust your communication approach so your message is well received by 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 PD Training professional development course is available throughout New Zealand, including Auckland, Christchurch and Wellington.

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## COMMUNICATION SKILLS TRAINING 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

#### In this course participants will:

- ▶ Gain insight into their personality type and communication preferences, using our proprietary 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 tone
- ▶ Master the S.T.A.R. method for speaking on the spot
- ▶ Learn to use body language appropriately
- ▶ Learn to listen actively and effectively
- ▶ Gain insight into asking open questions
- ▶ Become a more effective communicator through the use and application of practical tools

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### MODULES

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### Lesson 1: Communication is key to success

- ▶ 5 Habits of Highly Effective Communicators
- ▶ Reflection

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### Lesson 2: LDP – Communication Evolution Tool

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

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### Lesson 3: Bridge the Gap to Communication Barriers

- ▶ The Communication Process
- ▶ Types of Barriers
- ▶ Self-Awareness – Johari Window
- ▶ Reflection

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### Lesson 4: 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

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### Lesson 5: 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

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### Lesson 6: Asking Good Questions

- ▶ Open Questions
- ▶ Closed Questions
- ▶ Probing Questions
- ▶ Reflection

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### Lesson 7: Speaking Like a STAR

- ▶ S = Situation
- ▶ T = Task
- ▶ A = Action
- ▶ R = Result
- ▶ Using “I” Messages
- ▶ Active Constructive Response - ACR
- ▶ Reflection

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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