

## Communication Strategies

### Overview

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In this course students will understand the different methods of communication and how to make the most of each of them.

### Course Objectives

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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 Outline

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#### 1 - Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### 2 - The Big Picture

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

#### 3 - Understanding Communication Barriers

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

#### 4 - Paraverbal Communication Skills

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

## 5 - Non-Verbal Communication

Understanding the Mehrabian Study  
All About Body Language  
Interpreting Gestures

## 6 - Speaking Like a STAR

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

## 7 - Listening Skills

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

## 8 - Asking Good Questions

Open Questions  
Closed Questions  
Probing Questions

## 9 - Appreciative Inquiry

The Purpose of AI  
The Four Stages  
Examples and Case Studies

## 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

## 11 - Advanced Communication Skills

Understanding Precipitating Factors  
Establishing Common Ground  
Using "I" Messages

## 12 - Wrapping Up

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

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