

ExecuTrain Course Outline

Communication Skills

NSL-S0008

1 Day



Description

This course familiarizes participants with the importance of good communication skills relative to the types of positions they hold. Key points include: the communication process, required listening skills, recognizing non-verbal communication, understanding factors that influence communication, delivery techniques, and etiquette.

During the workshop, participants will be exposed to a variety of different communication media, as well as different tools and techniques to help them make their messages more meaningful and powerful. Participants will also learn the basics of grammar and proofreading, complaint resolution, and verbal professionalism by participating in a wide range of different activities, role plays, and discussions.

Prerequisites

- None

Objectives

Upon successful completion of this course, students will be able to:

- ✓ describe the communication process.
- ✓ use listening skills and questioning techniques.
- ✓ identify and minimize influencing factors.
- ✓ use communication tools.
- ✓ communicate in the workplace.

Outline

Understanding the Communication Process

- The Goal of Effective Communication
- The Importance of Effective Communication
- How Communication Works
 - The Process
 - Communication Networks
 - Eliminating Barriers

Listening Skills

- Introducing Listening Skills
- Examining Your Listening Skills
- Active Listening
- Re-examining Your Listening Skills
- Empathetic Listening
- Using Questions
- The Role of Silence
- Interpreting Responses
- Recognizing Individual Sensory Modes

Understanding Influencing Factors

- Identifying Influencing Factors
- Minimizing Assumptions and Preconceptions
- Minimizing Prejudices
- Understanding the Situation or Environment

Using Communication Tools

- Understanding Delivery Methods
- Selecting Words

- Using Tone and Sincerity
- Using Body Language
- Selecting the Correct Channel

Communicating in the Workplace

- Writing Effective Sentences
 - Placing Modifiers
 - Using Active Voice
 - Combining Sentences
- Proofreading
 - Proofreading Suggestions
- Using Telephone and Voice Mail Etiquette
 - Placing Calls
 - Answering Calls
 - Using Voice Mail
- Using E-mail Etiquette
 - Understanding E-mail Guidelines
- Resolving Employee Complaints
 - Understanding Effective Complaint Resolution Processes