



## Communication Strategies

**Description:** The goal of this course is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life. This course will help participants learn how to identify common communication problems that may be holding them back, develop skills to ask questions, learn what their non-verbal messages are telling others, develop skills in listening actively and empathetically to others, enhance their ability to handle difficult situations, and deal with situations assertively.

**Session One:** Course Overview

**Session Two:** Creating Positive Relationships

**Session Three:** Growing Our Self-Awareness

- Do You Question Your Competence?
- Developing Confidence

**Session Four:** Communication Basics

- Defining a Skilled Communicator
- Individual Evaluation

**Session Five:** Communication Barriers

- Case Study: New Neighbors
- Group Exercise
- Applying the Answers
- Being Mindful

**Session Six:** Asking Questions

- Asking Good Questions
- Probing
- Pushing My Buttons

**Session Seven:** Listening Skills

- Can You Hear Me?
- How Do You Rate Your Listening Ability?
- Active Listening Skills
- What is Said and What is Heard
- Communication Situations
- Planning a Vacation

**Session Eight:** Body Language

- What Do Our Bodies Say?
- Gestures
- Emotions

**Session Nine:** Communication Styles

- Dichotomies in Theory
- Dichotomies in Action

**Session Ten:** Creating a Positive Self-Image

- Seven Things People Determine from Your Appearance
- Debrief
- Self-Evaluation

**Session Eleven:** Frame of Reference

- Frame of Reference
- Clear Communication

**Session Twelve:** Techniques for the Workplace

- Prepare, Prepare, Prepare
- Testing Our Theories
- Delivering Your Message

**Session Thirteen:** Assertiveness

- Self-Attitude
- Case Study: A Negative Image
- The Assertive Formula
- Expressing Your No
- Workshop Wrap