COURSE SYLLABUS

Effective Communication

Improve your communication skills and learn to communicate effectively in this accelerated workshop. Explore communication barriers, discover your style, and learn how body language and tone impact your message. Master the process and become a clear and assertive communicator.

Group classes (Live Online) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://www.nobledesktop.com/classes/effective-communication



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Course Outline

Module 1 – Communication styles

I. Communication barriers

Generational, cultural, communication style

II. Communication styles

- Communication styles inventory
- The cause of most communication problems
- Examples of communication style misunderstandings
- Rebranding your communication style

III. Assertive communicator

- What does it mean to be an assertive communicator?
- How to become an assertive communicator

Module 2 – The communication process

IV. From message to delivery

- What's more important, the message or the delivery?
- Crafting a clear message

V. Body language and tone

Non-verbal communication

VI. Delivering a clear and effective message

Practice and feedback

Module 3 – Active listening

VII. Listening

- What does it mean to listen?
- 3 tenets of active listening

VIII. Openness and empathy

The “tell me more about that” approach

IX. Asking open-ended questions

- Examples of open-ended/closed questions
- 3 questioning techniques
- Practice asking open-ended questions