

# 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 in Live Online and onsite training is available for this course. For more information, email [corporate@nobledesktop.com](mailto:corporate@nobledesktop.com) or visit: <https://www.nobledesktop.com/classes/effective-communication>



[hello@nobledesktop.com](mailto:hello@nobledesktop.com) • (212) 226-4149

## 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 tenants 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